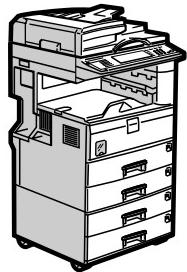


**8025e/8030e**  
DSm?25e / DSm?30e  
LD325/LD330  
**Aficio™ MP 2510/3010**

## Operating Instructions Troubleshooting



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- 1** When the Machine Does Not Operate As Wanted
  - 2** Troubleshooting When Using the Copy Function
  - 3** Troubleshooting When Using the Facsimile Function
  - 4** Troubleshooting When Using the Printer Function
  - 5** Troubleshooting When Using the Scanner Function
  - 6** Adding Paper, Toner and Staples
  - 7** Clearing Misfeeds
  - 8** Remarks
- 

Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "About This Machine" before using the machine.

## **Introduction**

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

## **Important**

Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

## **Notes:**

Some illustrations in this manual might be slightly different from the machine.

Certain options might not be available in some countries. For details, please contact your local dealer.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

## **Caution:**

Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

Two kinds of size notation are employed in this manual. With this machine refer to the inch version.

For good copy quality, the supplier recommends that you use genuine toner from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products.

## **Power Source**

120 V, 60 Hz, 12 A or more.

Please be sure to connect the power cord to a power source as shown above. For details about power source, see p.99 "Power Connection".

# Manuals for This Machine

Refer to the manuals that are relevant to what you want to do with the machine.

## **Important**

- Media differ according to manual.
- The printed and electronic versions of a manual have the same contents.
- Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- Depending on which country you are in, there may also be html manuals. To view these manuals, a Web browser must be installed.

## ❖ **About This Machine**

Be sure to read the Safety Information in this manual before using the machine. This manual provides an introduction to the functions of the machine. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided.

## ❖ **General Settings Guide**

Explains User Tools settings, and Address Book procedures such as registering fax numbers, e-mail addresses, and user codes. Also refer to this manual for explanations on how to connect the machine.

## ❖ **Troubleshooting**

Provides a guide to solving common problems, and explains how to replace paper, toner, and other consumables.

## ❖ **Security Reference**

This manual is for administrators of the machine. It explains security functions that the administrators can use to protect data from being tampered with, or prevent the machine from unauthorized use.

Also refer to this manual for the procedures for registering administrators, as well as setting user and administrator authentication.

## ❖ **Copy/Document Server Reference**

Explains Copier and Document Server functions and operations. Also refer to this manual for explanations on how to place originals.

## ❖ **Facsimile Reference**

Explains Facsimile functions and operations.

## ❖ **Printer Reference**

Explains Printer functions and operations.

## ❖ **Scanner Reference**

Explains Scanner functions and operations.

## ❖ Network Guide

Explains how to configure and operate the machine in a network environment, and use the software provided.

This manual covers all models, and includes descriptions of functions and settings that might not be available on this machine. Images, illustrations, and information about operating systems that are supported might also differ slightly from those of this machine.

## ❖ Other manuals

- PostScript3 Supplement
- UNIX Supplement
- Manuals for DeskTopBinder Lite
  - DeskTopBinder Lite Setup Guide
  - DeskTopBinder Introduction Guide
  - Auto Document Link Guide

### Note

- Manuals provided are specific to machine types.
- For "UNIX Supplement", please visit our Web site or consult an authorized dealer.
- "PostScript3 Supplement" and "UNIX Supplement" include descriptions of functions and settings that might not be available on this machine.

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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:

 **WARNING:**

Indicates important safety notes.

Ignoring these notes could result in serious injury or death. Be sure to read these notes. They can be found in the “Safety Information” section of About This Machine.

 **CAUTION:**

Indicates important safety notes.

Ignoring these notes could result in moderate or minor injury, or damage to the machine or to property. Be sure to read these notes. They can be found in the “Safety Information” section of About This Machine.

 **Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

 **Note**

Indicates supplementary explanations of the machine’s functions, and instructions on resolving user errors.

 **Reference**

This symbol is located at the end of sections. It indicates where you can find further relevant information.

**[ ]**

Indicates the names of keys that appear on the machine’s display panel.

**【】**

Indicates the names of keys on the machine’s control panel.



# 1. When the Machine Does Not Operate As Wanted

This chapter describes basic troubleshooting procedures.

## Indicators

This section describes the indicators that light when the machine requires the user to remove misfed paper, or add paper, toner, or staples.

 : Add Staple indicator	Appears when staples run out. See p.84 "Adding Staples".
 : Add Toner indicator	Appears when toner runs out. See p.81 "Adding Toner".
 : Load Paper indicator	Appears when paper runs out. See p.73 "Loading Paper".
 : Misfeed indicator	Appears when a misfeed occurs. See p.89 "Removing Jammed Paper".

# When the Function Status Indicator Lights Up in Red

1

When the function status indicator lights up in red, press the corresponding function key, and then refer to the following table.

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove the prints from the tray.
Documents and reports do not print out.	There is no paper left.	Add more paper. See p.73 "Loading Paper".
An error has occurred.	The function whose indicator is lit in red is defective.	Record the code number shown in the display and contact your service representative. See "When a Message is Displayed" of each chapter. You can use other functions normally.
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none"> <li>• Check the displayed message and take an appropriate action. See "When a Message is Displayed" of each chapter.</li> <li>• Check that the machine is correctly connected to the network, and that the machine is correctly set. See "Network Settings", General Settings Guide.</li> <li>• Contact the administrator.</li> <li>• If the function status indicator is still lit in red even after trying to solve the problem as described here, contact your service representative.</li> </ul>

## Reference

p.15 "Troubleshooting When Using the Copy Function"

p.15 "When a Message Is Displayed"

p.25 "Troubleshooting When Using the Facsimile Function"

p.27 "When a Message Is Displayed"

p.43 "Troubleshooting When Using the Printer Function"

p.46 "When a Message Is Displayed"

p.59 "Troubleshooting When Using the Scanner Function"

p.62 "When a Message Is Displayed"

"Network Settings", General Settings Guide

# When You Have Problems Operating the Machine

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

1

## Important

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Copy Paper", About This Machine.

Problem	Cause	Solution
"Please wait." appears.	This message appears when you turn on the operation switch or change the toner bottle.	Wait for the machine to get ready.
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the <b>[Facsimile]</b> or <b>[Scanner]</b> key.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The display is off.	The screen contrast knob is turned to the dark position.	Set the screen contrast knob to the light position to see the display panel properly. See "Control Panel", About This Machine.
The display is off.	The machine is in Energy Saver mode.	Press the <b>[Energy Saver]</b> key to cancel Energy Saver mode.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
Memory is full.	There are too many scanned pages or stored files: hard disk capacity is exceeded.	Press <b>[Delete File]</b> to delete unnecessary documents.

Problem	Cause	Solution
The main power indicator continues blinking and does not turn off when pressed.	<p>This occurs in the following cases:</p> <ul style="list-style-type: none"> <li>• The exposure glass cover or ADF is open.</li> <li>• The machine is communicating with external equipment.</li> <li>• The hard disk is active.</li> </ul>	Close the exposure glass cover or ADF, and check if the machine is communicating with a computer.
Original images are printed on the reverse side of the paper.	You have loaded the paper incorrectly.	Load paper correctly. Load paper into Tray 1-4 with the print side up, and into the LCT or bypass tray with the print side down. See p.76 "Orientation-fixed paper or two-sided paper".
Misfeeds occur frequently.	The tray's side guides are not locked.	<ul style="list-style-type: none"> <li>• Remove the paper. See p.89 "Removing Jammed Paper".</li> <li>• Check that the side guides are locked. See p.77 "Changing the Paper Size".</li> </ul>
Misfeeds occur frequently.	The tray's end guide is not set properly.	<ul style="list-style-type: none"> <li>• Remove the paper. See p.89 "Removing Jammed Paper".</li> <li>• Check that the end guide is set properly. See p.77 "Changing the Paper Size".</li> </ul>
Misfeeds occur frequently.	You may have loaded paper of a size not shown on the paper size selector.	<ul style="list-style-type: none"> <li>• Remove the paper. See p.89 "Removing Jammed Paper".</li> <li>• When using paper of a size that cannot be detected automatically, use Tray Paper Settings to set the paper size. See "Tray Paper Size: Tray 1-4", General Settings Guide and "Copy Paper", About This Machine.</li> </ul>
An error message remains, even if misfed paper is removed.	When a misfeed message appears, it remains until you open and close the cover as required.	Clear misfed paper, and then open and close the front cover. see p.89 "Removing Jammed Paper".
An error message remains, even if consumables are replaced and/or misfed paper is removed.	This may occur if the HDD is not installed.	Press the <b>[Start]</b> key.
Cannot print in duplex mode.	You cannot use paper in the bypass tray for duplex printing.	For duplex printing, select Tray 1-4 in copier mode or with the printer driver.
Cannot print in duplex mode.	<b>[1 Sided Copy]</b> is selected for Paper Type: Tray 1-4.	Select <b>[2 Sided Copy]</b> for Paper Type: Tray 1-4. See "Paper Type: Tray 1-4", General Settings Guide.

Problem	Cause	Solution
Cannot print in duplex mode.	Duplex printing cannot be done with thick paper, OHP transparencies, or labels selected as the paper type.	Select a paper type that allows duplex printing. See "Paper Type: Tray 1-4", General Settings Guide.
The user code entry display appears.	Users are restricted by user management.	Enter the user code (up to eight digits), and then press [ <b>#</b> ].
The Authentication display appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine.
"You do not have the privileges to use this function." appears.	The use of the function is restricted to authenticated users only.	Contact the administrator.
"You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user code.	This user code is not allowed to use the function selected.	Press the [ <b>Energy Saver</b> ] key. Confirm that the display goes off, and then press the [ <b>Energy Saver</b> ] key again. The display will return to the user code entry display. When printing under the copier or printer function, press the [ <b>Energy Saver</b> ] key only after printing has finished.
Authentication failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication failed.	The machine cannot perform authentication.	Contact the administrator.
"The selected file(s) which you do not have access privileges to could not be deleted." appears.	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.

## ❖ Document Server

Problem	Cause	Solution
"Scanned pages exceeded max. number. Do you want to store the scanned pages as a file?" appears.	The number of scanned pages exceeds the capacity per file of the Document Server.	To store scanned pages as a file, press <b>[Store File]</b> . Scanned data is stored as a file in the Document Server. If you do not want to store scanned pages, press <b>[No]</b> . Scanned data is deleted.
You forgot your password.	You cannot access a protected file without entering the password.	Contact the administrator. To delete the files stored in the document server, select <b>[Delete All Files in Document Server]</b> . As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. See "Delete All Files in Document Server", General Settings Guide.
You cannot find out what is stored in a file.	You may not be able to ascertain the contents of a file simply from the file name.	Check the date or time column in the Document Server: Select Files to Print display.
You cannot find out what is stored in a file.	You may not be able to ascertain the contents of a file simply from the file name.	Check document content by printing its first page. Press the line of the document in the Document Server: Select Files to Print display, and then press <b>[Print 1st Page]</b> followed by the <b>[Start]</b> key.
Memory frequently becomes full.	The document server memory is full.	Delete unnecessary files. On the file selection display, select unnecessary files, and then press <b>[Delete File]</b> . If this does not increase available memory, do the following. <ul style="list-style-type: none"> <li>• Switch to the scanner display, and then delete unnecessary files stored under the scanner function.</li> <li>• Switch to the printer display, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print.</li> </ul>
You want to check print quality before making a large print run.	You can print a single copy without specifying the setting again.	Check print quality by printing out only the first set using the <b>[Sample Copy]</b> key.
"Original is being scanned by another function." appears.	The Copy or Scanner function is in use.	To cancel a job in progress, first press <b>[Exit]</b> , and then press the <b>[Copy]</b> key or <b>[Scanner]</b> key. Next, press the <b>[Clear/Stop]</b> key. When the message "[Stop] key was pressed." appears, press <b>[Stop]</b> .

 **Note**

- Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while performing staple or stack printing. When using curled paper, take the stiffness out of the paper with your hands to straighten out the curl, or load the paper up side down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

 **Reference**

“Control Panel”, About This Machine

“When the Authentication Screen is Displayed”, About This Machine

“Copy Paper”, About This Machine

“Tray Paper Size: Tray 1-4”, General Settings Guide

“Paper Type: Tray 1-4”, General Settings Guide

“Delete All Files in Document Server”, General Settings Guide

# When a Job Is Not Performed

If you are not able to carry out your job, it may be that the machine is being used by another function.

Wait until the current job is completed before trying again. In certain cases, you can carry out another job using a different function while the current job is being performed. Performing multiple functions simultaneously like this is called "Multi-accessing".

## Combination Chart

### ❖ Function Compatibility

The chart shows Function Compatibility when print priority is set to "Interleave". See "Print Priority", General Settings Guide.

△: Simultaneous operations are possible.

●: Operation is enabled when the relevant function key is pressed and remote switching (of the scanner) is done.

○: Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.

→: Operation is performed automatically once the preceding operation ends.

✗: The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.)

Mode after you select	Copy	Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Facsimile		Printer		Scanner	Document Server	DeskTop Binder	Professional/Lite	Web Document Server	
							Transmission	Reception	Print							
Mode before you select	Copy	Operations for Copying	x	x	x	○	Scanning an Original for Memory Transmission	Memory Transmission	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing from Document Server	DeskTop Binder	Professional/Lite	Web Document Server	
		Operations for Copying	△ *1	→ *1	→ *1	○	●	●	●	●	●	●	●	●	●	
		Stapling	△ *1	→ *1	→ *1	○	○ *5	●	●	●	●	●	●	●	●	
Mode before you select	Sort	Operations for Copying	△ *1	→ *1	→ *1	○	○	*2	△	●	●	●	●	●	●	●
		Stapling	△ *1	→ *1	→ *1	○	○	●	●	●	●	●	●	●	●	●
		Sort	△ *1	→ *1	→ *1	○	○	*2	△	●	●	●	●	●	●	●



### When the Machine Does Not Operate As Wanted

Mode before you select		Copy	Facsimile		Printer
Mode after you select			Transmission	Reception	
Document Server	Operations for Document Server	<input checked="" type="radio"/> Operations for Copying <input checked="" type="radio"/> Stapling <input checked="" type="radio"/> Sort <input type="radio"/> Operations for Copying <input type="radio"/> Copying	<input checked="" type="radio"/> Transmission Operation/Memory Reception Operation <input checked="" type="radio"/> Scanning an Original for Memory Transmission <input type="radio"/> Memory Transmission <input checked="" type="radio"/> Immediate Transmission <input type="radio"/> Memory Reception <input type="radio"/> Printing Received Data <input type="radio"/> Data Reception	<input type="radio"/> Print <input type="radio"/> Stapling <input checked="" type="radio"/> Operations for Scanning <input checked="" type="radio"/> Scanning	<input type="radio"/> Document Server <input type="radio"/> Scanner
DeskTop-Binder Professional/Lite	Printing from Document Server	<input type="radio"/> → <input type="radio"/> *4 <input type="radio"/>	<input type="radio"/> → <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Document Server	Sending a Facsimile from Document Server	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*1 Simultaneous operations are only possible after the preceding job documents are all scanned and [NextJob] appears.

\*<sup>2</sup> You can scan a document after the preceding job documents are all scanned.

\*<sup>3</sup> When multiple lines are available, select a line which is currently not in use. Otherwise, operation will not be possible.

<sup>\*4</sup> During stapling, printing automatically starts after the current job.

<sup>\*5</sup> Stapling is not available.

<sup>\*6</sup> Simultaneous operations become possible after you press [NextJob].

<sup>\*7</sup> During parallel receptions, any subsequent job is suspended until the receptions are completed.

 **Note**

- Stapling cannot be used at the same time for multiple functions.
- A machine with the 500-sheet finisher installed cannot accept other jobs while printing with the stapling operation.
- A machine with the 1000-sheet finisher installed, that is printing with the stapling operation on paper larger than A4 size, starts the subsequent job (for which Shift Sort Tray is specified as the output tray) only after the current print job finishes.
- While printing is in progress, scanning using another function may take more time.

 **Reference**

"Print Priority", General Settings Guide



# 2. Troubleshooting When Using the Copy Function

This chapter describes likely causes of and possible solutions for copier function problems.

## When a Message Is Displayed

This section describes the machine's main messages. If other messages appear, follow the instructions they contain.

### Important

- For messages that are not listed here, see p.5 "When You Have Problems Operating the Machine".

Message	Cause	Solution
Cannot detect original size.	An irregular original is placed.	Select paper manually, not in Auto Paper Select mode, and do not use Auto Reduce/Enlarge function. See "Sizes difficult to detect", Copy/Document Server Reference.
Cannot detect original size.	An irregular original is placed.	Place the original on the exposure glass. See "Placing Originals on the Exposure Glass" and "Sizes difficult to detect", Copy/Document Server Reference.
Cannot detect original size.	Original is not placed.	Place your originals.
Check original orientation.	Original is not placed in a proper orientation.	Change the orientation of the original.
Check paper size.	An irregular paper size is set.	If you press the <b>[Start]</b> key, copy will start onto the selected paper.
Rotate Sort is not available with this paper size.	A size of paper for which Rotate Sort is not available is selected.	Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference.
Cannot staple paper of this size.	The Staple function cannot be used with the paper size selected.	Select a paper size that can be used with the Staple function. See "Supplementary Information", Copy/Document Server Reference.
Duplex is not available with this paper size.	The Duplex function cannot be used with the paper size selected.	Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference.
Maximum number of sets is nn. ("nn" indicates the maximum number of sets.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity. See "Max. Copy Quantity", General Settings Guide.

Message	Cause	Solution
Scanned pages exceeded max. number. Do you want to store the scanned pages as a file?	The number of scanned pages exceeds the capacity per file of the Document Server.	If you want to store scanned originals as a file, press [ <b>Store File</b> ]. The originals are stored as a file in the Document Server. If you do not want to store any scanned originals, press [ <b>No</b> ]. Scanned data will be cleared.
Magazine or Booklet mode is not available due to mixed image mode.	You selected the Magazine or Booklet function for originals scanned using different functions, such as copy and printer.	Make sure originals for the Magazine or Booklet function are scanned using the same function.
Cannot copy. Original is being scanned by another function.	The Document Server function is in use.	To cancel a job being processed, press [ <b>Exit</b> ], and then press the [ <b>Document Server</b> ] key. Next, press the [ <b>Clear/Stop</b> ] key. When the message “[Stop] key was pressed. Stop storing?” appears, press [ <b>Stop</b> ].
You do not have the privileges to use this function.	This user code is not allowed to use the function selected.	Contact the administrator.
You do not have the privileges to use this function.	This user code is not allowed to use the function selected.	If the message continues to be displayed and you cannot switch the screen, press the [ <b>Energy Saver</b> ] key. Confirm that the display goes off, and then press the [ <b>Energy Saver</b> ] key again. The display will return to the user code entry display. When printing under the copier or printer function, press the [ <b>Energy Saver</b> ] key only after printing has finished.
Authentication has failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication has failed.	The machine cannot perform authentication.	Contact the administrator.
The selected file(s) which you do not have access privileges to could not be deleted.	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.

Message	Cause	Solution
Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared.	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.

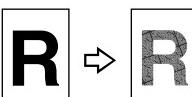
## Reference

- p.5 "When You Have Problems Operating the Machine"
- "Max. Copy Quantity", General Settings Guide
- "Sizes difficult to detect", Copy/Document Server Reference
- "Placing Originals on the Exposure Glass", Copy/Document Server Reference
- "Supplementary Information", Copy/Document Server Reference

# When You Cannot Make Clear Copies

This section describes likely causes of and possible solutions for unclear copies.

Problem	Cause	Solution
Copies appear dirty.	Image density is too high.	Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference.
Copies appear dirty.	Auto Image Density is not selected.	Select Auto Image Density. See "Adjusting Copy Image Density", Copy/Document Server Reference.
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference.
The reverse side of an original image is copied.	Auto Image Density is not selected.	Select Auto Image Density. See "Adjusting Copy Image Density", Copy/Document Server Reference.
A shadow appears on copies if you use pasted originals.	Image density is too high.	Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference. Change the orientation of the original. Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The exposure glass or ADF is dirty.	Clean them. See p.101 "Maintaining Your Machine".
The same copy area is dirty whenever making copies.	[Original Type] is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded.	Select [Generation], and then begin copying. See "Selecting the Original Type Setting", Copy/Document Server Reference.
Copies are too light.	Image density is too light.	Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference.
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use the recommended paper. See "Copy Paper", About This Machine. Contact your service representative.
Copies are too light.	The toner bottle is almost empty.	Add toner. See p.81 "Adding Toner".
Copies are too light.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy/Document Server Reference.

Problem	Cause	Solution
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Black lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.101 "Maintaining Your Machine".
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.101 "Maintaining Your Machine".
White lines appear.	When  is blinking, toner is beginning to run out.	Add toner. See p.81 "Adding Toner".
Copies are blank.	The original is not set correctly.	When using the exposure glass, face the originals down. When using the ADF, face them up.
A moiré pattern is produced on copies.  	Your original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: <ul style="list-style-type: none"> <li>• Place an OHP transparency on the exposure glass, and then place the print on top of the OHP transparency.</li> <li>• Place the print on the exposure glass, and then place two or three sheets of white paper on top of it. Leave the exposure glass cover or auto-document feeder (ADF) open when copying.</li> </ul>

## Reference

"Copy Paper", About This Machine

"Placing Originals", Copy/Document Server Reference

"Adjusting Copy Image Density", Copy/Document Server Reference

"Selecting the Original Type Setting", Copy/Document Server Reference

# When You Cannot Make Copies As Wanted

This section describes likely causes of and possible solutions for unclear copies.

## ❖ Basic

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Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit mark on the paper tray or bypass tray. See p.73 "Loading Paper" and "Copying from the Bypass Tray", Copy/Document Server Reference.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Use recommended paper. Do not use paper that has been already copied or printed onto. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Copies are not stapled.	There are jammed staples in the stapler.	Remove jammed staples. See p.95 "Removing Jammed Staples".
Copies are not stapled.	The number of copies exceeds the capacity of the stapler.	Check the stapler capacity. See "Supplementary Information", Copy/Document Server Reference.
Copies are not stapled.	Copy paper is curled.	Turn the copy paper over in the tray.
Staples are wrongly positioned.	Originals are not set correctly.	Check the correct position to place the originals. See "Staple", Copy/Document Server Reference.
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Function Compatibility", Copy/Document Server Reference.

Problem	Cause	Solution
When sorting, the pages are divided into two blocks.	The memory became full in the middle of sorting and the pages were delivered in two blocks.	You can interrupt copying when the memory becomes full. See "Memory Full Auto Scan Restart", General Settings Guide.
Paper does not output during printing with stapling.	When you stop printing while using the staple function, paper not stapled during printing may be left in the staple unit.	Press the <b>[Clear Modes]</b> key and cancel copy settings, including stapling.
The copy is grayed out or a text pattern appears in the background of the copy.	You have copied a copy-guarded document protected from unauthorized copying.	Check the document. See "Unauthorized Copy Control", Printer Reference.
Images are skewed.	The side guides in the paper feed tray are not locked.	Check that the side guides are locked. See p.77 "Changing the Paper Size".
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See p.73 "Loading Paper".

## ❖ Edit

Problem	Cause	Solution
When using the Double Copies function, parts of the original image are not copied.	Combination of original and copy paper is not correct.	Select A3 for A4 originals and A4 for A5 originals.
When using the Border, Center, or Center/ Border function, parts of the original image are not copied.	You set a wide erased margin.	Make the margin width narrower. You can adjust it between 2 - 99 mm (0.1" - 3.9"). See "Erase Border Width" and "Erase Center Width", General Settings Guide.
When using the Border, Center, or Center/ Border function, parts of the original image are not copied.	Originals are not scanned correctly.	Place the originals correctly.
When using the Margin Adjustment function, parts of the original image are not copied.	You set a wide erased margin.	Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0" - 1.2"). See "Front Margin: Left / Right", "Back Margin: Left / Right", "Front Margin: Top / Bottom", and "Back Margin: Top / Bottom", General Settings Guide.

Problem	Cause	Solution
When using the Margin Adjustment function, parts of the original image are not copied.	There is a lack of margin space on the opposite side of the binding position.	Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0" - 1.2"). See "Front Margin: Left / Right", "Back Margin: Left / Right", "Front Margin: Top / Bottom", and "Back Margin: Top / Bottom", General Settings Guide.
When using the Image Repeat function, the original image is not copied repeatedly.	You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio.	Select copy paper larger than the originals or select the proper reproduction ratio.

### ❖ Stamp

Problem	Cause	Solution
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.

### ❖ Combine

Problem	Cause	Solution
Copies made with the Booklet or Magazine function cannot be folded into a book correctly.	You selected a setting ("Open to Left" or "Open to Right") that does not match the orientation of originals.	Change the setting. See "Orientation: Booklet, Magazine", General Settings Guide.
When using the Combine function, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using the Manual Paper Select function, check that the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using the Combine function.
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.

### ❖ Duplex

Problem	Cause	Solution
Cannot print in duplex mode.	You have loaded paper on the bypass tray.	Remove paper loaded on the bypass tray. Load paper in another tray.
Cannot print in duplex mode.	You have loaded paper exceeding 90 g/m <sup>2</sup> .	Change the paper.
Cannot print in duplex mode.	You have selected a tray which is set to [1 Sided Copy] in [Tray Paper Settings] in [System Settings].	Set the tray to [2 Sided Copy] in [Tray Paper Settings] in [System Settings]. See "Paper Type: Tray 1-4", General Settings Guide.

Problem	Cause	Solution
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.
When using Duplex, copy is made Top to Bottom even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Originals and copy orientation", Copy/Document Server Reference.

## Reference

"Copy Paper", About This Machine

"Paper Type: Tray 1-4", General Settings Guide

"Front Margin: Left / Right", General Settings Guide

"Back Margin: Left / Right", General Settings Guide

"Front Margin: Top / Bottom", General Settings Guide

"Back Margin: Top / Bottom", General Settings Guide

"Erase Border Width", General Settings Guide

"Erase Center Width", General Settings Guide

"Orientation: Booklet, Magazine", General Settings Guide

"Memory Full Auto Scan Restart", General Settings Guide

"Copying from the Bypass Tray", Copy/Document Server Reference

"Staple", Copy/Document Server Reference

"Originals and copy orientation", Copy/Document Server Reference

"Function Compatibility", Copy/Document Server Reference

"Supplementary Information", Copy/Document Server Reference

"Unauthorized Copy Control", Printer Reference

## When Memory Is Full

This section describes likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
<p>Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals. "n" in the message represents a changeable number.</p>	The scanned originals exceeds the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Clear] to cancel the scanning data and not copy.
Press [Resume] to scan and copy remaining originals. [Stop] [Resume]	The machine checks if the remaining originals should be copied, after the scanned original is printed.	To continue copying, remove all copies, and then press [Resume]. To stop copying, press [Stop].

### Note

- If you set **[Memory Full Auto Scan Restart]** in User Tools to **[Yes]**, even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, then automatically proceed scanning and copying the remaining originals. In this case, the resulting sorted pages will not be sequential. See "Input/Output", General Settings Guide.

### Reference

"Input/Output", General Settings Guide

# 3. Troubleshooting When Using the Facsimile Function

This chapter describes likely causes of and possible solutions for facsimile function problems.

## Adjusting the Volume

This section describes how to adjust the volume.

You can change the volume of the following sounds that the machine makes.

### ❖ On Hook Mode

Heard when the **[On Hook Dial]** key is pressed.

### ❖ At Transmission

Heard when the machine sends a document.

### ❖ At Reception

Heard when the machine receives a document.

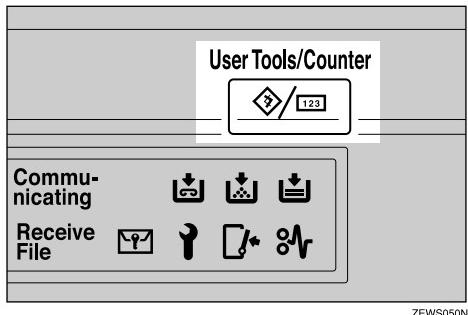
### ❖ At Dialing

Heard after pressing the **[Start]** key, until the line connects to the destination.

### ❖ At Printing

Heard when a received document is printed. See “Print Completion Beep”, Facsimile Reference.

- 1 Press the **[User Tools/Counter]** key.

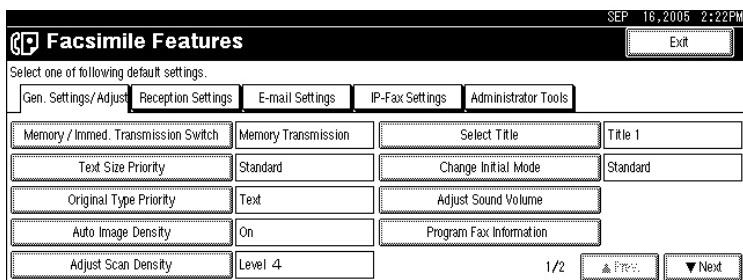


ZEWS050N

- 2 Press **[Facsimile Features]**.

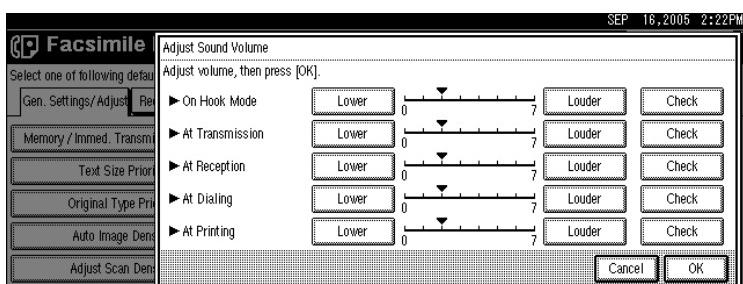
- 3 Check that the **[Gen. Settings/ Adjust]** display appears.

**4 Press [Adjust Sound Volume].**



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**5 Press [Lower] or [Louder] to adjust the volume, and then press [OK].**

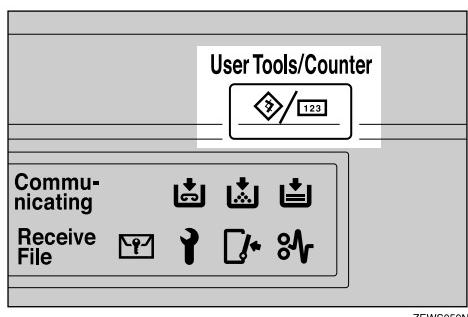


You can hear the actual volume by pressing [Check].

If you press [Cancel], the volume setting is canceled. The display returns to that of step 4.

You can set the volume level to between 0 and 7.

**6 Press the [User Tools/Counter] key.**



The standby display appears.

**Note**

You can adjust the On Hook volume when you press the [On Hook Dial] key. See "On Hook Dial", Facsimile Reference.

**Reference**

"On Hook Dial", Facsimile Reference

"Print Completion Beep", Facsimile Reference

# When a Message Is Displayed

This section describes the machine's main messages. If other messages appear, follow their instructions.

Message	Cause	Solution
Put original back, check it and press [Start].	Original jammed during Memory Transmission.	Place originals that have not been scanned on the exposure glass or ADF again.
Error occurred, and transmission was cancelled.	A document jam or an error occurred during Immediate Transmission. There may be a problem with the machine or the telephone line (for example noise or cross talk).	Press [OK], and then resend the pages that have not been sent. If the error reoccurs frequently, contact your service representative.
Cannot detect original size. Place original again, then press [Start].	The machine failed to detect the size of the original.	Place original again, and then press the [Start] key.
Call Service Functional problems with facsimile. Please call service.	There is a problem with the fax.	Record the code number shown in the display and contact your service representative. Other functions can be used.
Memory is full. Cannot scan more. Transmitting only scanned pages.	The memory is full.	If you press [Exit], the machine returns to standby mode and starts transmitting the stored pages. Check the pages that have not been sent using the Communication Result Report, and then resend those pages.
Remove the paper from Internal Tray 1.	The Internal Tray 1 is full.	Remove the paper. If the other tray is also full, the tray name shown in the display changes. Remove paper from the tray indicated in the display.

Message	Cause	Solution
Cannot scan to send fax message as scanner is in use for other function.	The Copy or Document Server function is in use.	To cancel the job in process, do the following, and then try faxing again. Press [ <b>Exit</b> ], and then press the [ <b>Copy</b> ] or [ <b>Document Server</b> ] key. Next press the [ <b>Clear/Stop</b> ] key. When the message "[Stop] key was pressed. Stop copying?" or "[Stop] key was pressed. Stop storing?" appears, press [ <b>Stop</b> ].
You do not have the privileges to use this function.	This user code is not allowed to use the function selected.	Contact the administrator.
You do not have the privileges to use this function.	This user code is not allowed to use the function selected.	If the message continues to be displayed and you cannot switch the screen, press the [ <b>Energy Saver</b> ] key. Confirm that the display goes off, and then press the [ <b>Energy Saver</b> ] key again. The display will return to the user code entry display. When printing under the copier or printer function, press the [ <b>Energy Saver</b> ] key only after printing has finished.
Authentication has failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication has failed.	The machine cannot perform authentication.	Contact the administrator.
The selected file(s) which you do not have access privileges to could not be deleted.	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared.	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.

Message	Cause	Solution
Check whether there are any network problems. [13-10]	The alias telephone number you entered is already registered on the gatekeeper by another device.	<ul style="list-style-type: none"> <li>Check that the alias telephone number is correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [13-11]	Cannot access gatekeeper.	<ul style="list-style-type: none"> <li>Check that the gatekeeper address is correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [13-17]	Registering of user name is rejected by SIP server.	<ul style="list-style-type: none"> <li>Check that the SIP server address and user name are correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [13-18]	Cannot access SIP server.	<ul style="list-style-type: none"> <li>Check that the SIP server address is correctly programmed in IP-Fax Settings under Facsimile Features. See "IP-Fax Settings", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>

Message	Cause	Solution
<p>Check whether there are any network problems. [14-01]</p>	<p>Cannot find the DNS server, SMTP Server or folder for forwarding.</p>	<ul style="list-style-type: none"> <li>• Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the DNS server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the host name or IPv4 address of the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the folder for transfer is correctly specified.</li> <li>• Check that the computer in which the folder for transfer is specified is operating correctly.</li> <li>• Check that the LAN cable is correctly connected to the machine. See "Connecting to the Ethernet Interface", General Settings Guide.</li> <li>• Consult your network administrator.</li> </ul>

Message	Cause	Solution
Check whether there are any network problems. [14-09]	E-mail transmission was refused by SMTP authentication, POP before SMTP authentication or login authentication of the computer in which the folder for transfer is specified.	<ul style="list-style-type: none"> <li>Check that the user name and password for SMTP authentication or POP before SMTP authentication are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Check that the user name and password of the Fax E-mail Account are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Check that the login user ID and password for the computer in which the folder for forwarding is specified are correctly programmed.</li> <li>Check that the folder for forwarding is correctly specified.</li> <li>Check that the computer in which the folder for forwarding is specified is correctly operated.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [14-33]	No machine e-mail address is programmed.	<ul style="list-style-type: none"> <li>Check that the machine e-mail address is correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>

Message	Cause	Solution
Check whether there are any network problems. [15-01]	No POP3/IMAP4 server address is programmed.	<ul style="list-style-type: none"> <li>Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using the Web Image Monitor. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [15-02]	Cannot log on to the POP3/IMAP4 server.	<ul style="list-style-type: none"> <li>Check that the user name and password of the Fax E-mail Account are correctly programmed using File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [15-03]	No machine e-mail address is programmed.	<ul style="list-style-type: none"> <li>Check that the machine e-mail address is correctly programmed using File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> </ul>

Message	Cause	Solution
Check whether there are any network problems. [15-11]	Cannot find the DNS server or POP3/IMAP4 server.	<ul style="list-style-type: none"> <li>Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>Check that the DNS server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>Check that the POP3/IMAP4 server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>Check that the LAN cable is correctly connected to the machine.</li> <li>Consult your network administrator.</li> </ul>
Check whether there are any network problems. [15-12]	Cannot log on to the POP3/IMAP4 server.	<ul style="list-style-type: none"> <li>Check that the user name and password of the E-mail Account are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Check that the user name and password for POP before SMTP authentication are correctly programmed from File Transfer under System Settings. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>Consult your network administrator.</li> </ul>

Message	Cause	Solution
Memory is full. Cannot scan more. Transmission will be stopped.	Memory became full during Parallel Memory Transmission.	Check the pages that have not been sent using the Communication Result Report, and then resend those pages.

### Note

- If the “Check whether there are any network problems.” message appears, the machine is not correctly connected to the network or the settings of the machine are not correct. If you do not need to connect to a network, you can specify the setting so this message is not displayed, and then the **[Facsimile]** key no longer lights. See “Parameter Settings”, General Settings Guide. If you reconnect the machine to the network, be sure to set “Display” with User Parameters.
- If the paper tray runs out of paper, “No paper. Load it. then press [Exit].” appears on the display, asking you to add more paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the display. You can turn this function on or off with “Parameter Setting”. See “Parameter Settings”, General Settings Guide.

### Reference

- “Connecting to the Ethernet Interface”, General Settings Guide
- “File Transfer”, General Settings Guide
- “IP-Fax Settings”, General Settings Guide
- “Parameter Settings”, General Settings Guide

# When You Cannot Send or Receive Fax Messages As Wanted

This section describes likely causes of and possible solutions for transmission and reception-related problems.

## ❖ Transmission/Reception

Problem	Cause	Solution
Both transmission and reception are impossible.	The modular cord is disconnected.	Make sure that the modular cord is correctly connected. See "Connecting the Telephone Line", General Settings Guide.
Both transmission and reception are impossible.	The setting of the terminal adaptor used for ISDN connection is incorrect.	Check the setting.

## ❖ Transmission

Problem	Cause	Solution
Document appears blank at the other end.	The original was placed upside down.	Place it correctly. See "Placing Originals", Copy/Document Server Reference.
Printed or sent images are spotty.	The ADF or exposure glass is dirty.	Clean them. See p.101 "Maintaining Your Machine". Make sure that ink or correction fluid is dry before placing originals.
Transmission failed due to "Exceeded max. E-mail size." error.	If the e-mail size specified on the machine is too large, the Internet Fax document cannot be sent.	Set Max. E-mail Size to [Off], or set the maximum e-mail size to a larger value. Then, re-send the document. See "E-mail Settings", General Settings Guide.
When using On Hook Dial or Manual Dial, "Receiving . . ." appears and transmission is not allowed.	If the machine fails to detect the size of the original when the [Start] key is pressed, it performs a receiving operation.	Press [Scan Area], select the scan area, and then resend the document. If you use On Hook Dial or Manual Dial frequently, it is recommended that you set "Receive documents by pressing the [Start] key when originals are not set." to "Off" in User Parameters. If this is set to "Off", when using Manual Dial you cannot receive by pressing the [Start] key. See "Parameter Settings", General Settings Guide.
LAN-Fax Driver does not work.	The entered login user name, log-in password, or driver encryption key is incorrect.	Check your login user name, log-in password, or driver encryption key, and enter them correctly. Contact the administrator.

Problem	Cause	Solution
LAN-Fax Driver does not work.	A high security level is set by the extended security function.	Contact the administrator.
Transmission is impossible, but reception is possible.	The setting of the terminal adaptor used for ISDN connection is incorrect.	Check the setting.
Transmission is impossible, but reception is possible.	There are regions and telephone exchanges where a dial tone can not be detected.	Turn the dial tone detection off in User Parameters. See "Parameter Settings", General Settings Guide.
Although a group specification was set for the following, reception was not possible. Receiving Station for Transfer Request, End Receiver for Transfer Box, Forwarding, Forwarding of Special Sender, Reception Report e-mail, E-mail TX Results, routing e-mail received via SMTP.	The number of specified destinations exceeds the maximum number that can be specified as a group.	A maximum of 500 parties can be specified for a group. Check if there are over the specified numbers registered in the address book. If a group was registered in another group or designated in 1-5 of Transfer Box, transmission is canceled but an error message does not appear. See "Registering Names to a Group", General Settings Guide.

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## ❖ Reception

Problem	Cause	Solution
The machine failed to print received fax documents.	If this happened when the Receive File indicator was lit, low paper may have caused printing to stop.	<ul style="list-style-type: none"> <li>Load paper into the tray.</li> <li>Add toner.</li> </ul> See "Substitute Reception", Facsimile Reference.
The machine failed to print received fax documents.	Store has been selected for Reception File Setting.	Print the fax documents using a Web browser or the Print Stored RX File function. See "Printing Received and Stored Documents" and "Printing fax information using a Web browser", Facsimile Reference.
The machine failed to print received fax documents.	 Load Paper indicator is lit.	Load paper into the tray. See p.73 "Loading Paper".
Reception is impossible, but transmission is possible.	The setting of the terminal adaptor used for ISDN connection is incorrect.	Check the setting.
While pressing [Manual E-mail RX], "Cannot receive E-mails currently." appears and e-mail cannot be received.	The machine is receiving an on-demand e-mail message (e-mail inquiry from the administrator).	After the e-mail is received, press [Manual E-mail RX], and then try again.

## ❖ Printing

Problem	Cause	Solution
Background of received images appears dirty. Images from the back of the page appear.	Image density is too high.	Adjust scan density. See "Image Density (Contrast)", Facsimile Reference.
Received image is too light.	When using moist, rough, or processed paper, areas of print may not be fully reproduced.	Only use recommended paper. See "Copy Paper", About This Machine.
Received image is too light.	When  is blinking, toner is beginning to run out.	Add toner. See p.81 "Adding Toner".
Received image is too light.	<ul style="list-style-type: none"> <li>The image density has been set too low.</li> <li>The original of the transmitted fax was printed on paper that is too thin.</li> </ul>	<ul style="list-style-type: none"> <li>Request the sender to increase image density.</li> <li>Request the sender to reprint the original on thicker paper and fax it again.</li> </ul>

## ❖ Others

Problem	Cause	Solution
All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/ Reception, Confidential Reception, Substitute Reception, or Auto Document.	When about one hour passes after power to the machine is turned off, all fax documents stored in memory are lost.	If any documents have been lost for this reason, a Power Failure Report is automatically printed when the machine is turned on. If fax documents stored for Memory Transmission have been lost, check the destinations and resend the documents. If fax documents received through Memory, Confidential or Substitute Reception have been lost, ask the senders to resend the documents. If Auto Documents have been lost, reprogram them. See p.40 "Turning Off the Main Power / In the Event of Power Failure".
When a correct password is entered, you cannot print documents that appear in the confidential box or bulletin board box, or transmit / print out stored documents.	Documents are locked by a security function if incorrect passwords are entered a certain number of times.	Contact the administrator.
<b>[ProgDest]</b> or <b>[Manual Input]</b> does not appear.	This function is made unavailable by the enhanced security function.	Contact the administrator.

Problem	Cause	Solution
The following functions are not available: Transfer Box, Forwarding, Store File in the Information Box, routing e-mail received via SMTP, and Polling Transmission.	This function is made unavailable by the enhanced security function.	Contact the administrator.

## Reference

3

- “Copy Paper”, About This Machine
- “Connecting the Telephone Line”, General Settings Guide
- “E-mail Settings”, General Settings Guide
- “Parameter Settings”, General Settings Guide
- “Registering Names to a Group”, General Settings Guide
- “Placing Originals”, Copy/Document Server Reference
- “Image Density (Contrast)”, Facsimile Reference
- “Substitute Reception”, Facsimile Reference
- “Printing Received and Stored Documents”, Facsimile Reference
- “Printing fax information using a Web browser”, Facsimile Reference

## When You Need to Cancel a Transmission

This section describes how to cancel a transmission.

What you need to do	Operation
You need to cancel a Memory Transmission.	Press [ <b>Stop Scanning</b> ] or the [ <b>Clear/Stop</b> ] key to cancel the job during scanning. See “Canceling a Transmission”, Facsimile Reference.
You need to cancel a Memory Transmission.	If the original is being sent or if it is in standby, press [ <b>Change / Stop TX File</b> ] or the [ <b>Clear/Stop</b> ] key. See “Canceling a Transmission”, Facsimile Reference.
You need to cancel an Immediate Transmission.	Press [ <b>Stop Transmission</b> ] or the [ <b>Clear/Stop</b> ] key. See “Canceling a Transmission”, Facsimile Reference.

## Reference

- “Canceling a Transmission”, Facsimile Reference

# When an Error Report Is Printed

An Error Report is printed if a document cannot be successfully sent or received. Possible causes include a problem with the machine or noise on the telephone line. If an error occurs during transmission, resend the original. If an error occurs during reception, ask the sender to resend the document.

## Note

- If an error happens frequently, contact your service representative.
- The “Page” column gives the total number of pages. The “Page not sent” or “Page not received” column gives the number of pages not sent or received successfully.
- You can display a destination with the User Parameters. See “Parameter Settings”, General Settings Guide.
- You can display a sender name with the User Parameters. See “Parameter Settings”, General Settings Guide.

## Reference

“Parameter Settings”, General Settings Guide

# Turning Off the Main Power / In the Event of Power Failure

The following notes concern power failure and turning off the machine.

## CAUTION:

- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

3

## Important

- Do not turn off the main power switch while the power indicator is lit or blinking. If you do, the hard disk and memory may be damaged and failure could result.
- Turn off the main power switch before pulling out the plug. If you pull out the plug with the switch on, the hard disk and memory may be damaged and failure could result.
- Make sure that 100% is shown on the display before you unplug the machine. If a lower value is shown, some data is currently present in memory.
- Right after a power failure, the internal battery needs to be sufficiently recharged to guard against future data loss. Keep the machine plugged in and the main power switch on for about 24 hours after the power loss.

Even if the main power switch is turned off, the contents of the machine memory (for example, programmed numbers) will not be lost. However, if power is lost for about one hour because the main power switch is turned off, there is a power cut, or the power cable is removed, contents of the Fax memory are lost. Lost items will include any fax documents stored in memory using Memory Transmission/Reception, Auto Document, Confidential Reception, Memory Lock, or Substitute Reception.

If a file was deleted from memory, a Power Failure Report is automatically printed as soon as the power is restored.

This report can be used to identify lost files. If a memory stored for Memory Transmission was lost, resend it. If a document received by Memory Reception or Substitute Reception was lost, ask the sender to resend it.

## ❖ RDS (Remote Diagnostic System)

If the machine has a problem, a service representative can perform various settings over the telephone line from the service station. If you want to use this function, change the User Parameter. See "Parameter Settings", General Settings Guide.

# When an Error Occurs Using Internet Fax

This section describes reports that the machine sends if an Internet Fax error occurs.

## Error Mail Notification

The machine sends the Error Mail Notification to the sender when it is unable to successfully receive a particular e-mail message. A “cc” of this notification is also sent to the administrator's e-mail address when one is specified.

### Important

- If an incoming Internet Fax from another party bypasses the SMTP server, even if reception is not successful, an Error Mail Notification is not sent to the sender.

### Note

- You can select to send Error Mail Notification with User Parameters. See “Parameter Settings”, General Settings Guide.
- If Error Mail Notification cannot be sent, the Error Report (E-Mail) is printed by the machine.
- If an error occurs when an e-mail is received via SMTP, the SMTP server sends an error e-mail to the originator of the document.

### Reference

“Parameter Settings”, General Settings Guide

## Error Report (E-Mail)

The Error Report (E-Mail) is printed by the machine when it is unable to send an Error Mail Notification.

## Server-Generated Error E-mail

The transmitting server sends this error e-mail to the originator of e-mail that cannot be transmitted successfully (due to reasons such as specifying an incorrect e-mail address).

### Important

- If an Internet Fax transmission bypasses the SMTP server, even if transmission is not successful, an error e-mail is not sent from the server.

### Note

- After a server-generated error e-mail is printed, the first page of the sent document is printed.



# 4. Troubleshooting When Using the Printer Function

This chapter describes likely causes of and possible solutions for printer function problems.

## When You Cannot Connect to the USB Interface

This section describes how to troubleshoot a problem related to USB connections.

Problem	Cause	Solution
The machine is not automatically recognized.	The USB cable is not connected properly.	Turn off the power of the machine, reconnect the USB cable, and then turn it on again.
Windows has already configured the USB settings.	Check whether the computer has identified the machine as an unsupported device.	Open Windows' Device Manager, and then, under <b>[Universal Serial Bus controllers]</b> , remove any conflicting devices. Conflicting devices have a [!] or [?] icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.  When using Windows 2000 / XP or Windows Server 2003, an erroneous device is displayed under <b>[USB Controller]</b> in the <b>[Device Manager]</b> dialog box.
Windows Me and the machine cannot be connected.	You need to download USB Printing Support for Windows Me.	Download USB Printing Support from the supplier's website.  Search the model name you use on the supplier's website, and download USB Printing Support.

# When a Message Is Displayed during Installation

This section describes what to do when a message appears during installation of the printer driver. Message number 58 or 34 indicates that the printer driver cannot be installed using Auto Run. Install the printer driver using [**Add Printer**] or [**Install Printer**].

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## For Windows 95 / 98 / Me, Windows 2000 and Windows NT 4.0

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This section describes the procedure under Windows 95/98/Me, Windows 2000 or Windows NT 4.0.

4

- 1** On the [Start] menu, point to [**Settings**], and then click [**Printers**].
- 2** Double-click the Add Printer icon.
- 3** Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is either \DRIVERS\RPCS\WIN9X\_ME, or \DRIVERS\RPCS\WIN2K\_XP.

If the installer starts, click [**Cancel**] to quit.

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## For Windows XP Professional and Windows Server 2003

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This section describes the procedure under Windows XP Professional or Windows Server 2003.

- 1** On the [Start] menu, click [**Printers and Faxes**].
- 2** Click [**Add a printer**].
- 3** Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K\_XP.

If the installer starts, click [**Cancel**] to quit.

## For Windows XP Home Edition

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This section describes the procedure under Windows XP Home Edition.

- 1** On the [Start] menu, click [Control Panel].
- 2** Click [Printers and Other Hardware].
- 3** Click [Printers and Faxes].
- 4** Click [Add a Printer].
- 5** Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K\_XP.

If the installer starts, click [Cancel] to quit.

# When a Message Is Displayed

This section describes the principal messages that appear on the panel display. If a message not described here appears, act according to the message.

## Reference

Before turning the main power off, see “Turning Off the Main Power”, About This Machine.

## Status Messages

This section describes the machine status messages.

4

Message	Problem
Ready	This is the default ready message. The machine is ready for use. No action is required.
Printing...	The machine is printing. Wait a while.
Waiting...	The machine is waiting for the next data to print. Wait a while.
Offline	The machine is offline. To start printing, switch the machine online by pressing [ <b>I<math>\leftrightarrow</math> Online</b> ] on the display panel.
Please wait.	The machine is preparing the development unit. Wait a while.
Resetting job...	The machine is resetting the print job. Wait until “Ready” appears on the display panel.
Setting change...	The machine is setting changing. Wait a while.
Hex Dump Mode	In the Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn back on.

## Alert Messages

This section describes the machine Alert messages.

Message	Cause	Solution
IEEE 802.11b (Wireless LAN) has a problem.	<ul style="list-style-type: none"> <li>IEEE 802.11b interface unit was not inserted when the machine was turned on, or it was pulled out after the machine turned on.</li> <li>The settings are not updated although the unit is detected, or errors are found while accessing the unit.</li> </ul>	Turn off the machine and check that the IEEE 802.11b interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, contact your service representative.
HDD has a problem.	An error has occurred in the hard disk drive.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
USB has a problem.	An error has occurred in the USB interface.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
Ethernet board has a problem.	An error has occurred in the Ethernet board.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
You do not have the privileges to use this function.	This user code is not allowed to use the function selected.	Contact the administrator.
You do not have the privileges to use this function.	This user code is not allowed to use the function selected.	If the message continues to be displayed and you cannot switch the screen, press the <b>[Energy Saver]</b> key. Confirm that the display goes off, and then press the <b>[Energy Saver]</b> key again. The display will return to the user code entry display. When printing under the copier or printer function, press the <b>[Energy Saver]</b> key only after printing has finished.
Authentication has failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication has failed.	The machine cannot perform authentication.	Contact the administrator.

Message	Cause	Solution
The selected file(s) which you do not have access privileges to could not be deleted.	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared.	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.
Parallel I/F board has a problem.	An error has occurred in the parallel interface board.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
Printer font error.	An error has occurred in the font settings.	Check the font settings.
Memory Overflow	Maximum capacity of PCL or PostScript 3 list display has been exceeded.	Reduce the value of [Resolution] in the printer driver, or select [Frame Priority] from [Memory Usage] in [System] (see "Printer Features", General Settings Guide). If this message continues to appear after taking these steps, decrease the number of files sent to the machine.

## 🔗 Reference

"Printer Features", General Settings Guide

## Checking the Error Log

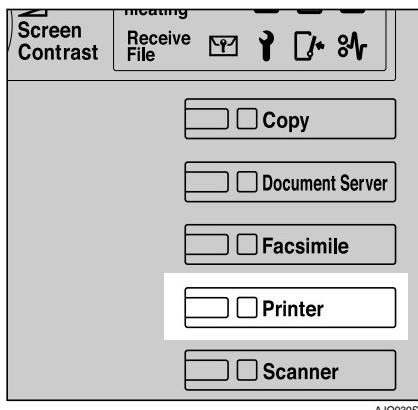
If files could not be stored due to printing errors, identify the cause of the errors by checking the error log on the control panel.

### Important

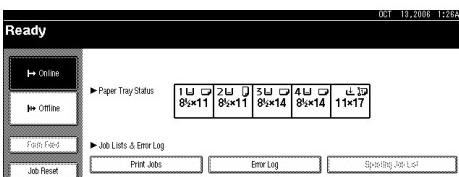
- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored print error, it is not deleted. The error is stored separately until the number of errors reaches 30.

- If the main power switch is turned off, the log is deleted.

### 1 Press the [Printer] key to display the printer screen.

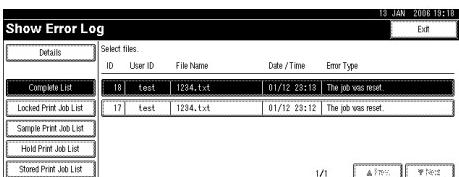


### 2 Press [Error Log].



An error log list appears.

### 3 Press the desired job list.



# When You Cannot Print

This section describes what to do if printing does not start even after performing [Print].

4

Problem	Cause	Solution
Printing does not start.	The power is off.	Check that the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press [ <b>↪ Online</b> ] on the display panel.
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting the Machine", General Settings Guide.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting the Machine", General Settings Guide.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.
Printing does not start.	If the machine is using wireless LAN, a weak wireless signal might be causing print to fail.	To check signal status, press the [ <b>User Tools/Counter</b> ] key, and then press [ <b>System Settings</b> ] on the display panel. On the [ <b>Interface Settings</b> ] tab, select [ <b>[IEEE 802.11b]</b> ], and then press [ <b>Wireless LAN Signal</b> ]. If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference. (You can check signal status only when using wireless LAN in the infrastructure mode.)
Printing does not start.	If the machine is using wireless LAN, SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Interface Settings", General Settings Guide.

Problem	Cause	Solution
Printing does not start.	If the machine is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no transmission problems between the access point and wired clients, and between the access point and wireless clients.
Printing does not start.	The wireless LAN interface is not working.	Confirm the orange LED is lit, and the green LED is lit or blinks during transmission.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
Data In indicator does not light up or flash.	If the Data In indicator does not light up or flash even after the print job starts, the machine has not received the data.	<ul style="list-style-type: none"> <li>When the machine is connected to a computer via a cable, check that the computer print port settings are correct. See p.52 "When the Data In Indicator Does Not Light Up or Flash".</li> <li>When it is networked with a computer, contact the administrator.</li> </ul>
The printer function status indicator is lit in red.	The cause is displayed on the display of the control panel.	Check the error message on the display panel and take required action. See p.46 "When a Message Is Displayed".
Configuration page cannot be printed.	A mechanical error might have occurred.	Contact your service representative. See "Printing the Configuration Page", General Settings Guide.
Printing does not start when using the extended wireless LAN in Ad-hoc mode.	The correct Communication mode is not set.	Turn the main power off and back on. See "Turning On the Power", About This Machine. Or, change the settings for <b>[System Settings]</b> , <b>[Interface Settings]</b> , and <b>[Network]</b> . See "Interface Settings", General Settings Guide.

## Reference

"Turning On the Power", About This Machine

"Connecting the Machine", General Settings Guide

"Interface Settings", General Settings Guide

"Printing the Configuration Page", General Settings Guide

## When the Data In Indicator Does Not Light Up or Flash

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When the Data In indicator does not light up or flash after starting a print job, data is not being sent to the machine.

### When the machine is connected to the computer using the interface cable

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This section describes how to check the print port when the Data In indicator does not light up or blink. Check if the print port setting is correct. When it is connected using a parallel interface, connect it to LPT1 or LPT2.

#### ❖ For Windows 95/98/Me

- ① Click the [Start] button, point to [Settings], and then click [Printers].
- ② Click the icon of the machine. On the [File] menu, click [Properties].
- ③ Click the [Details] tab.
- ④ In the [Print to the following port:] list, confirm the correct port is selected.

#### ❖ For Windows 2000 or Windows NT 4.0

- ① Click the [Start] button, point to [Settings], and then click [Printers].
- ② Click the icon of the machine. On the [File] menu, click [Properties].
- ③ Click the [Ports] tab.
- ④ In the [Print to the following port(s)] list, confirm the correct port is selected.

#### ❖ For Windows XP Professional or Windows Server 2003

- ① Click the [Start] button, and then click [Printers and Faxes].
- ② Click the icon of the machine. On the [File] menu, click [Properties].
- ③ Click the [Ports] tab.
- ④ In the [Print to the following port(s)] list, confirm the correct port is selected.

#### ❖ For Windows XP Home Edition

- ① Click the [Start] button, and then click [Control Panel].
- ② Click [Printers and Other Hardware].
- ③ Click [Printers and Faxes].
- ④ Click the icon of the machine. On the [File] menu, click [Properties].
- ⑤ Click the [Ports] tab.
- ⑥ In the [Print to the following port(s)] list, confirm the correct port is selected.

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### Network Connection

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Contact the network administrator.

# Other Printing Problems

This section describes likely causes of and possible solutions for problems that can occur when printing from a computer.

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Problem	Cause	Solution
The printed image is smudged.	Settings for thick paper have not been made when printing on thick paper in the bypass tray.	<ul style="list-style-type: none"> <li>PCL 6/5e and PostScript 3 Select [Thick] in the [Type:] list on the [Paper] tab.</li> <li>RPCS Select [Thick] in the [Paper type:] list on the [Print Settings] tab.</li> </ul>
The printed image is faded over the entire page.	If the [Toner saving] check box is selected in the printer driver settings, the entire page will be faded when printed.	For the RPCS printer driver, [Toner saving] is located on the [Print Quality] tab. For the PostScript 3 printer driver, see PostScript 3 Supplement. See the printer driver Help.
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those set using the display panel.	Set the desired input tray using the printer driver. See the printer driver Help.
The printed image is different from the image on the computer's display.	With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display.	In the application, change the layout, character size, and character settings.
The printed image is different from the image on the computer's display.	You might have selected to replace TrueType fonts with machine fonts in the printing process.	To print an image similar to that of the computer display, make settings to print TrueType fonts as an image. See the printer driver Help.
When printing graphics, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help.

Problem	Cause	Solution
It takes a long time to complete a print job.	The data is so large or complex that it takes time to process. If the Data In indicator is blinking, data is being processed.	Wait for a while.
It takes a long time to complete a print job.	If "Warming Up..." appears on the display panel, the machine is warming up.	Wait for a while.
It takes too much time to resume printing.	The data is so large or complex that it takes time to process. If the Data In indicator is blinking, data is being processed.	Wait until printing resumes.
It takes too much time to resume printing.	The machine was in the Energy Saver mode. To resume from the Energy Saver mode, it has to warm up, and this takes time.	Wait until printing resumes. See "Timer Settings", General Settings Guide.

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	<p>If the Data In indicator is blinking, data has been received by the printer. Wait for a moment.</p> <p>Changing the following settings with the printer driver may help speed up printing:</p> <ul style="list-style-type: none"> <li>❖ <b>PCL 5e</b> Select the lower value for <b>[Resolution]</b> on the <b>[Print Quality]</b> tab in the printer properties dialog box.</li> <li>❖ <b>PostScript 3</b> Select the lower value in <b>[Resolution]</b>. The location of this setting is given below. If your operating system is Windows, select <b>[PostScript (optimize for speed)]</b> in <b>[PostScript Output Option]</b>. <b>[PostScript Output Option]</b> is located as follows: <ul style="list-style-type: none"> <li>• Windows 95 / 98 / Me <b>[Print Quality]</b> tab in the printer properties dialog box.</li> <li>• Windows 2000 / XP, Windows 2003 Server <b>[PostScript Output Option]</b> in <b>[PostScript Options]</b> on <b>[Advanced...]</b> on <b>[Layout]</b> tab in the printing preferences dialog box.</li> <li>• Windows NT 4.0 <b>[File]</b> on <b>[Advanced...]</b> on <b>[Document Defaults]</b> tab in the printing preferences dialog box.</li> <li>• Mac OS 9.x <b>[Printer Specifications]</b> in the print dialog box.</li> <li>• Mac OS X <b>[Set 3]</b> tab in <b>[Printer Features]</b> in the print dialog box.</li> </ul> </li> </ul> <p>If you use Windows, select <b>[PostScript (optimize for speed)]</b>.</p> <ul style="list-style-type: none"> <li>• Windows 95 / 98 / Me <b>[PostScript output format:]</b> on the <b>[PostScript]</b> tab in the printer properties dialog box.</li> <li>• Windows 2000 / XP, Windows Server 2003 <b>[PostScript Output Option]</b> in <b>[PostScript Options]</b> on <b>[Advanced...]</b> on <b>[Layout]</b> tab in the printing preferences dialog box.</li> <li>• Windows NT 4.0 <b>[File]</b> on <b>[Document Defaults]</b> on <b>[Advanced...]</b> tab in the printing preferences dialog box.</li> </ul>

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	<p>❖ <b>RPCS</b></p> <p>Select the lower value for <b>[Resolution:]</b> on the <b>[Print Quality]</b> tab in the printer driver's dialog box.</p> <p>Select <b>[Fast]</b> for the <b>[Document type]</b> list on the <b>[Print Quality]</b> tab in the printer driver's dialog box.</p> <p>To enable <b>[Change User Settings...]</b>, select the <b>[User settings]</b> check box.</p> <p>See the printer driver Help.</p>
Images are cut off, or excess is printed.	You are using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.
Page layout is not as expected.	Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.	Adjust the <b>[Printable area:]</b> setting in the <b>[Printer Configuration]</b> dialog box on the <b>[Print Settings]</b> tab in the RPCS printer driver. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.
Fine dot patterns are not printed, or solid lines are printed as broken lines.	Dither patterns do not match.	Make the following settings with the printer driver: Change the <b>[Dithering:]</b> setting on the <b>[Image Adjustments]</b> tab in the <b>[Change User Settings]</b> dialog box, on the <b>[Print Quality]</b> tab in the RPCS printer driver. To enable <b>[Change User Settings...]</b> , select the <b>[User settings]</b> check box. See the printer driver Help.
Optional components connected to the machine are not recognized when using Windows 95 / 98 / Me, Windows 2000 / XP, Windows Server 2003, or Windows NT 4.0.	Bidirectional communication is not working.	<p>Set up optional devices on the Properties of the printer.</p> <p>See the printer driver Help.</p>
Duplex printing is malfunctioning.	Duplex printing cannot be done with paper set in the bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray.

Problem	Cause	Solution
Duplex printing is malfunctioning.	Duplex printing cannot be done with thick paper, OHP transparencies, or labels selected as the paper type.	Specify another paper type.
Duplex printing is malfunctioning.	Duplex printing cannot be done with a tray for which [1 Sided Copy] has been specified as Paper Type on the System Settings menu.	Change the Paper Type setting for the tray to [2 Sided Copy] on the System Settings menu. See "Paper Type: Tray 1-4", General Settings Guide.
When using Windows 95 / 98 / Me / 2000 / XP, Windows Server 2003, or Windows NT 4.0, combined printing or AutoReduce/Enlarge printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrator.
The print job is not canceled even when the machine is switched to offline status.	Even when the machine is offline, printing is performed when [Job Acceptance Priority] has been set in [Parallel Interface] in the [Interface Settings] in the System Settings menu.	Change the setting of Signal Control to Printer priority. See "Interface Settings", General Settings Guide.
When connecting the machine using USB 2.0, the first page of a print job that contains a large volume of data is printed, but the remaining pages are not.	USB Printing Support may not be installed on your computer.	Check that USB Printing Support is installed on your computer. See "Installing the Printer Driver Using USB", Printer Reference.

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## Reference

"Paper Type: Tray 1-4", General Settings Guide

"Timer Settings", General Settings Guide

"Interface Settings", General Settings Guide

"Installing the Printer Driver Using USB", Printer Reference



# 5. Troubleshooting When Using the Scanner Function

This chapter describes likely causes of and possible solutions for scanner function problems.

## When Scan Results Are Not As Expected

This section describes causes and remedies when scan results are not as expected.

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass or the exposure glass cover is dirty.	Clean these parts. See p.101 "Maintaining Your Machine".
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not pressed flat against the exposure glass.	Check that the original is pressed flat against the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See "Placing Originals", Copy/Document Server Reference.
No image results from scanning.	The original was placed with the front and back reversed.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF, the side to be scanned must face up. See "Placing Originals", Copy/Document Server Reference.
The scanned image contains white spaces.	<ul style="list-style-type: none"><li>If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides.</li><li>If the File Format Converter (optional) is installed, the margins may become wider.</li></ul>	Scanning at a higher resolution may reduce the margins.

### Reference

"Placing Originals", Copy/Document Server Reference

# When You Cannot Send Scanned Files

This section describes likely causes of and solutions for problems related to network delivery and sending e-mail.

## When Stored Files Cannot Be Accessed

This section describes likely causes of and possible solutions for job access-related problems.

Problem	Cause	Solution
The stored file is locked and is not accessible.	The file, which is password protected, is locked because the password was incorrectly entered ten times.	Contact the administrator.

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## When You Cannot Browse the Network to Send a Scan File

This section describes likely causes of and possible solutions for the network browsing failing to operate when files are sent.

Problem	Cause	Solution
The network cannot be browsed when specifying the destination folder.	The following machine settings may not be correct: <ul style="list-style-type: none"> <li>• IPv4 address</li> <li>• Subnet Mask</li> </ul>	Check the settings. See "Network Settings", General Settings Guide.

### Reference

"Network Settings", General Settings Guide

## When the TWAIN Driver Cannot Be Started

This section describes likely causes of and possible solutions for the TWAIN driver failing to operate.

Problem	Cause	Solution
The Scanner Properties dialog box cannot be displayed.	Advanced encryption has been specified in the extended security setting.	For details about the extended security setting, contact the administrator.

## When Stored Files Cannot Be Edited

This section describes likely causes of and possible solutions for stored files being unable to be edited.

Problem	Cause	Solution
Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered.	Limits have been imposed using the available extended security function.	Contact the administrator.

## When the Network Delivery Function Cannot Be Used

This section describes likely causes of and possible solutions for the network delivery function failing to operate.

Problem	Cause	Solution
The network delivery function cannot be used.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
The network delivery function cannot be used.	The network delivery function setting is not correct.	Specify it correctly. See "Network Settings", General Settings Guide.

### Reference

"Network Settings", General Settings Guide

## Operation Is Not Possible When Messages Appear

This section describes likely causes of and possible solutions for messages that appear and when the machine fails to operate.

Message	Cause	Solution
Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared.	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.

# When a Message Is Displayed

This section describes likely causes of and possible solutions for error messages that might appear on the machine's control panel.

## When a Message Is Displayed on the Control Panel

This section describes causes and remedies if an error message appears on the display of the control panel.

### Important

- If a message not described here appears, act according to the message. For information about how to turn off the main power switch, see "Turning Off the Main Power", About This Machine.

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Message	Cause	Solution
Connection with LDAP server has failed. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See "System Settings", General Settings Guide.
LDAP server authentication has failed. Check the settings.	The user name and password differ from those set for LDAP Authentication.	Make settings correctly for the user name and the password for LDAP server authentication.
The destination list has been updated. Specified destination(s) or sender's name has been cleared.	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.
Updating the destination list has failed. Try again?	A network error has occurred.	Check whether the server is connected.
Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared.	The destination list is being updated.	If a destination or sender's name was already selected, re-select it after this message disappears.

Message	Cause	Solution
Exceeded max. number of files which can be sent at the same time. Reduce the number of the selected files.	The number of files exceeded the maximum number possible.	Reduce the number of files and send them again.
Cannot detect original size. Select scan size.	An irregular original is placed.	<ul style="list-style-type: none"> <li>Place the original correctly.</li> <li>Specify the scan size.</li> <li>When placing an original directly on the exposure glass, the lifting/ lowering action of the ADF triggers the automatic original size detection process. Lift the ADF by more than 30 degrees.</li> </ul> <p>See "Placing Originals", Copy/Document Server Reference.</p>
Exceeded max. No. of search results which can be displayed. Max.:	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.
You do not have the privileges to use this function.	The use of the function is restricted to authenticated users only.	Contact the administrator.
Exceeded max. number of standby files. Try again after the current file is sent.	The maximum number of standby files has been exceeded.	There are 100 files waiting in the sending queue for e-mail, Scan to Folder, or delivery functions. Wait until files have been sent.
Exceeded time limit for LDAP server search. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See "System Settings", General Settings Guide.
The specified group contains some invalid destination(s). Do you want to select only valid destination(s)?	The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder.	To select destinations for sending by e-mail, press [Select] for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press [Select] for the message displayed on the Scan to Folder screen.
Cannot find the specified path. Please check the settings.	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.

Message	Cause	Solution
Exceeded max. number of alphanumeric characters for the path.	The maximum number of specifiable alphanumeric characters in a path has been exceeded.	The maximum number of characters which can be entered for the path is 128. Check the number of characters you entered, and then enter the path again. See "Folder transmission", Scanner Reference.
The selected file(s) which you do not have access privileges to could not be deleted.	You have tried to delete files without the authority to do so.	The files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
Selected file is currently in use. Cannot delete it.	You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the file.
Cannot cancel sending certain file(s). To confirm the result, check [Scanned Files Status].	You cannot cancel a file currently being sent.	You can only cancel files waiting to be sent. You cannot cancel files already sent or currently being sent, files that were sent but did not reach the destination, or files that have been cancelled.
Selected file is currently in use. Cannot change file name.	You cannot change the name of a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the file name.
Selected file is currently in use. Cannot change password.	You cannot delete the password of a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTop-Binder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the password.
Selected file is currently in use. Cannot change user name.	You cannot change the user name for a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTop-Binder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the user name.

Message	Cause	Solution
Connection with the destination has failed. Check the status and connection. To check the current status, press [Scanned Files Status].	The correct Network settings are not made.	<ul style="list-style-type: none"> <li>Check the network settings of the client computer.</li> <li>Check that components such as the LAN cable are connected properly.</li> <li>Check that the server settings are correct and the server is working properly.</li> </ul>
Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status].	The entered user name or password was invalid.	<ul style="list-style-type: none"> <li>Check that the user name and password are correct.</li> <li>Check that the ID and password for the destination folder are correct.</li> <li>A password of 64 or more characters may not be recognized.</li> </ul>
Sender's name is not selected. Please specify sender's name.	The sender's name was not specified.	A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name.
Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features.	The maximum e-mail size has been exceeded.	<ul style="list-style-type: none"> <li>Increase the size of <b>[Max. E-mail Size]</b>.</li> <li>Set <b>[Divide &amp; Send E-mail]</b> to <b>[Yes (per page)]</b> or <b>[Yes (per max. size)]</b>.</li> </ul> <p>See "Send Settings", General Settings Guide.</p>
Sending the data has failed. The data will be resent later.	A network error has occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact the administrator.
Sending the data has failed. To confirm the result, check [Scanned Files Status].	While a file was being sent, a network error occurred and the file could not be sent correctly.	Try the operation once more. If the message is still shown, the network may be crowded. Contact the administrator. If multiple files were sent, use the Scanned Files Status screen to check for which file the problem occurred.

Message	Cause	Solution
Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status].	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.
Output buffer is full. Sending the data has been cancelled. Please try again later.	Too many jobs are in standby state, and sending was cancelled.	Retry sending after sending jobs in standby state completes.
Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?	The file being stored has exceeded the max. number of pages for one file.	Specify whether to use the data or not. Scan the pages that were not scanned and store them as a new file. See "Storing Files Using the Scanner Function", Scanner Reference.
Exceeded max. file capacity. Delete the unnecessary stored files.	The maximum number of files that can be stored has been exceeded.	<p>Try one of the following measures:</p> <ul style="list-style-type: none"> <li>Wait for a while, and then retry the scan operation.</li> <li>Reduce the scan area or scanning resolution. See "Items for Specifying Scan Settings", Scanner Reference.</li> <li>Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference.</li> </ul>
Cannot send scanned data. Exceeded max. number of files. Unable to capture files.	The maximum number of files that can be stored has been exceeded.	<p>Try one of the following measures:</p> <ul style="list-style-type: none"> <li>Wait for a while, and then retry the scan operation.</li> <li>Reduce the scan area or scanning resolution. See "Items for Specifying Scan Settings", Scanner Reference.</li> <li>Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference.</li> </ul>
Exceeded max. number of files which can be used in Document Server at the same time.	The maximum number of files that can be stored in the document server has been exceeded.	Check the files stored by the other functions, and then delete unneeded files. See "Using the Document Server", Copy/Document Server Reference.

Message	Cause	Solution
Entered protection code for destination is incorrect. Please re-enter.	The correct protect destination code was not entered.	Check that the protection code is correct, and then enter it again. See "Registering a Protection Code", General Settings Guide.
Exceeded max. number of alphanumeric characters.	The maximum enterable number of alphanumeric characters has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference.
Cannot log in with the entered user name or password.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication has failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication has failed.	The machine cannot perform authentication.	Contact the administrator.
The entered path is not correct. Please re-enter.	The entered path format is incorrect.	Confirm the destination computer and the path, and then enter it again.
Captured file exceeded max. number of pages per file. Cannot send the scanned data.	The maximum number of pages per file has been exceeded.	Reduce the number of pages in the transmitted file, and then resend the file. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference.
Original is being scanned by another function.	The machine is using another function such as copying.	Retry scanning after the operation with the other function is completed.
The E-mail address entered is not correct. Please re-enter.	The entered e-mail address is incorrect.	Check that the e-mail address is correct, and then enter it again.
Memory is full. Press [Send] to send the current scanned data, or press [Cancel] to delete.	Because there is not enough free hard disk space in the machine for delivering or sending by e-mail while storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.

Message	Cause	Solution
Memory is full. Cannot scan. The scanned data will be deleted.	Because of insufficient hard disk space, the first page could not be scanned.	<p>Try one of the following measures:</p> <ul style="list-style-type: none"> <li>Wait for a while, and then retry the scan operation.</li> <li>Reduce the scan area or scanning resolution. See "Items for Specifying Scan Settings", Scanner Reference.</li> <li>Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference.</li> </ul>
Memory is full. Do you want to store scanned file?	Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.
Exceeded max. data capacity. Check the scanning resolution, then reset original(s).	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Items for Specifying Scan Settings", Scanner Reference.
Exceeded max. data capacity. Check the scanning resolution, then press Start again.	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Items for Specifying Scan Settings", Scanner Reference.
Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete.	The number of scanned pages exceeded maximum page capacity.	Select whether to send the data so far.

## Reference

- “Turning Off the Main Power”, About This Machine
- “System Settings”, General Settings Guide
- “Send Settings”, General Settings Guide
- “Registering a Protection Code”, General Settings Guide
- “Placing Originals”, Copy/Document Server Reference
- “Using the Document Server”, Copy/Document Server Reference
- “Storing Files Using the Scanner Function”, Scanner Reference
- “Deleting a Stored File”, Scanner Reference
- “Items for Specifying Scan Settings”, Scanner Reference
- “Values of Various Set Items for Transmission/Storage/Delivery Function”, Scanner Reference
- “Folder transmission”, Scanner Reference

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## When a Message Is Displayed on the Client Computer

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This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

### Important

- If a message not described here appears, act according to the message. For information about how to turn off the main power switch, see “Turning Off the Main Power”, About This Machine.

Message	Cause	Solution
Clear Misfeed(s) in ADF.	A paper misfeed has occurred inside the ADF.	<p>Remove jammed originals, and place them again.</p> <p>Check whether the originals are suitable to be scanned by the machine.</p>
Invalid Winsock version. Please use version 1.1 or higher.	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
The name is already in use. Check the registered names.	You tried to register a name that is already in use.	Use another name.
Cannot detect the paper size of the original. Specify the scanning size.	The set original was misaligned.	<ul style="list-style-type: none"> <li>• Place the original correctly.</li> <li>• Specify the scan size.</li> <li>• When placing an original directly on the exposure glass, the lifting/lowering action of the ADF triggers the automatic original size detection process. Lift the ADF by more than 30 degrees.</li> </ul>

Message	Cause	Solution
Cannot add any more scanning mode.	The maximum number of registerable scan modes has been exceeded.	The maximum number of modes that can be stored is 99. Delete unneeded modes.
Cannot specify any more scanning area.	The maximum number of registerable scan areas has been exceeded.	The maximum number of scanning areas that can be stored is 99. Delete unneeded scanning area.
Call Service Please call your service representative.	An unrecoverable error has occurred in the machine.	Contact your service representative.
Scanner is not available on the specified device.	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
Scanner is not available. Check the scanner connection status.	<ul style="list-style-type: none"> <li>The machine's main power switch is off.</li> <li>The machine is not connected to the network correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Set the main power switch to "On".</li> <li>Check whether the machine is connected to the network correctly.</li> <li>Deactivate the personal firewall of the client computer.</li> <li>Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Using telnet", Network Guide.</li> </ul>
Cannot find the scanner. Check if the scanner main power is on.	<ul style="list-style-type: none"> <li>The machine's main power switch is off.</li> <li>The machine is not connected to the network correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Set the main power switch to "On".</li> <li>Check whether the machine is connected to the network correctly.</li> <li>Deactivate the personal firewall of the client computer.</li> <li>Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Using telnet", Network Guide.</li> </ul>
No response from the scanner.	The machine is not connected to the network correctly.	Check whether the machine is connected to the network correctly.
No response from the scanner.	The network is crowded.	Wait for a while, and then try to reconnect.
Error has occurred in the scanner.	The application-specified scan conditions have exceeded the setting range of the machine.	Check whether the scanning settings made with the application exceed the setting range of the machine.

Message	Cause	Solution
Fatal error has occurred in the scanner.	An unrecoverable error has occurred on the machine.	Contact your service representative.
Cannot connect to the scanner. Check the network Access Mask settings in User Tools.	An access mask is set.	Contact the network or scanner administrator.
Scanner is not ready. Check the scanner and the options.	The ADF cover is open.	Check whether the ADF cover is closed.
Insufficient memory. Reduce the scanning area.	Scanner memory is insufficient.	<ul style="list-style-type: none"> <li>• Reset the scan size.</li> <li>• Lower the resolution.</li> <li>• Set with no compression. See the TWAIN Driver Help.</li> </ul> <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> <li>• "The Relationship between the Resolution and the Scanning Area" chart in Help for halftone scanning might not always apply. Scanning cannot be performed if large values are set for brightness when using halftone or high resolution.</li> </ul>
Insufficient memory. Reduce the scanning area.	When a paper misfeed occurs in the machine during printing, scanning cannot be performed.	After the misfed paper has been removed, proceed with scanning.
Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead. ("XXX" and "YYY" indicate scanner names.)	<ul style="list-style-type: none"> <li>• The main power switch of the previously used scanner is not set to "On".</li> <li>• The machine is not connected to the network correctly.</li> </ul>	<ul style="list-style-type: none"> <li>• Check whether the main power switch of the scanner used for the previous scan is turned off.</li> <li>• Check whether the scanner used for the previous scan is connected to the network correctly.</li> <li>• Deactivate the personal firewall of the client computer.</li> <li>• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Using telnet", Network Guide.</li> <li>• Select the scanner used for the previous scan.</li> </ul>

Message	Cause	Solution
Error has occurred in the scanner driver.	An error has occurred in the driver.	<ul style="list-style-type: none"> <li>Check whether the network cable is connected correctly to the client computer.</li> <li>Check whether the Ethernet board of the client computer is recognized correctly by Windows.</li> <li>Check whether the client computer can use the TCP/IP protocol.</li> </ul>
Communication error has occurred on the network.	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
Scanner is in use for other function. Please wait.	A function of the machine other than the scanner function is being used such as the copier function.	Wait for a while and reconnect.
Insufficient memory. Close all other applications, then restart scanning.	Memory is insufficient.	<ul style="list-style-type: none"> <li>Close all the unnecessary applications running on the client computer.</li> <li>Uninstall the TWAIN Driver, and then reinstall it after restarting the computer.</li> </ul>
No User Code is registered. Consult your system administrator.	Access is restricted with user codes.	Contact the administrator.
Any of Login User Name, Login Password or Driver Encryption Key is incorrect.	The entered login user name, password, or driver encryption key was invalid.	<ul style="list-style-type: none"> <li>Check the login user name, login password, and driver encryption key.</li> <li>Permission to use this function has not been granted. Contact the administrator.</li> </ul>

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## Reference

“Turning Off the Main Power”, About This Machine

“Network Settings”, General Settings Guide

“Using telnet”, Network Guide

# 6. Adding Paper, Toner and Staples

This chapter describes troubleshooting procedures that are applicable to all the machine's functions.

## Loading Paper

This section describes what to do when paper runs out and needs reloading.

### Note

- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For paper types and sizes, see "Copy Paper", About This Machine.

### Reference

"Copy Paper", About This Machine

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## Loading Paper into Paper Trays

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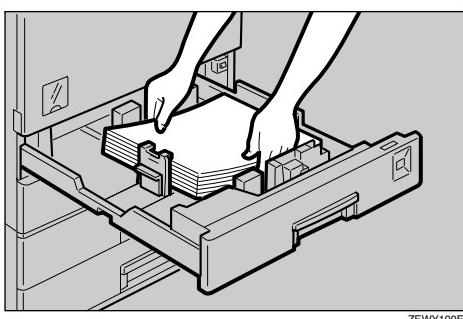
This section describes how to load paper into the paper trays.

### Important

- If you add paper to a paper tray with paper left inside, a misfeed might occur.
- Do not stack paper over the limit mark.
- When loading small quantities of paper, be careful not to squeeze the side guide in too tightly, as the paper will not feed properly.

**1 Pull out the paper tray until it stops.**

**2 Square the paper and load it in the tray with the copying face up.**



**3 Push the paper tray in until it stops.**

### Reference

p.77 "Changing the Paper Size"

p.80 "Changing to a size that is not indicated on the paper size selector"

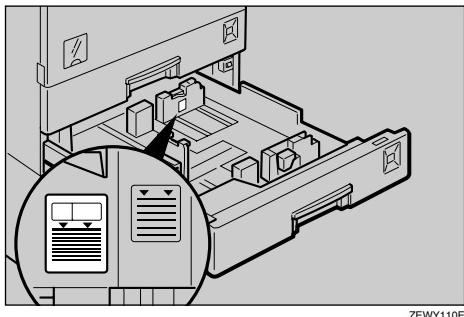
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## Setting special paper in paper tray 2

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This section describes how to load special paper into paper tray 2.

- 1** Pull out the paper tray until it stops.
- 2** Load the special paper below the limit mark of the tray.



- 3** Push the paper tray in until it stops.

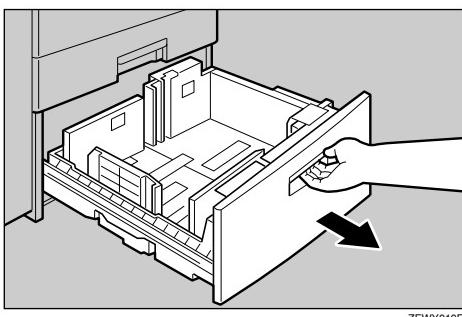
## Loading Paper into the Large Capacity Tray (Optional)

This section describes how to load paper into the large capacity tray (LCT).

### Important

- Load copy paper of the same size and orientation in both left and right side trays.
- The tray can hold up to 2,000 sheets.
- Align the right edge of the right copy paper stack with the right edge of the tray.
- Align the left edge of the left copy paper stack with the left edge of the tray.
- Do not stack paper over the limit mark.

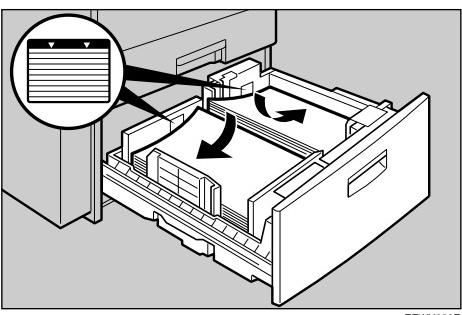
### 1 Pull out the LCT.



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### 2 Square the paper, and then load it in the tray with the copying face up.



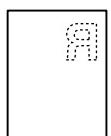
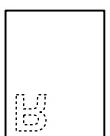
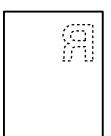
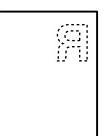
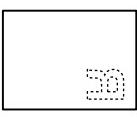
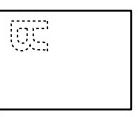
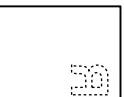
ZEWY020E

### 3 Push the paper tray in until it stops.

## Orientation-fixed paper or two-sided paper

This section describes loading paper that has a specified orientation and printing side (such as letterhead paper).

Orientation-fixed (top to bottom) or two-sided paper (for example, letterhead paper, punched paper, or copied paper) might not print correctly, depending on how the originals and paper are placed. Select [Yes] in [**Letterhead Setting**] under [**Copier / Document Server Features**], and then place the original and paper as shown below. See “Letterhead Setting”, General Settings Guide. When printing with the printer function, placement orientation is the same.

Copy Mode		Paper Tray	LCT	Bypass Tray	
				Original on the exposure glass	Original on the ADF
Paper placing direction 	1 Sided	<b>R</b>	<b>R</b>		
	2 Sided			—	—
Paper placing direction 	1 Sided		—		
	2 Sided		—	—	—

GEWH100E

### Reference

“Letterhead Setting”, General Settings Guide

# Changing the Paper Size

This section describes how to change the paper size.

## Important

- If you want to change the paper size set in the LCT, contact your service representative.

## Note

- Be sure to select the paper size with User Tools and the paper size selector. If you do not, misfeeds might occur.
- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see “Copy Paper”, About This Machine.

## Reference

“Copy Paper”, About This Machine

## Changing the Paper Size in the Paper Trays

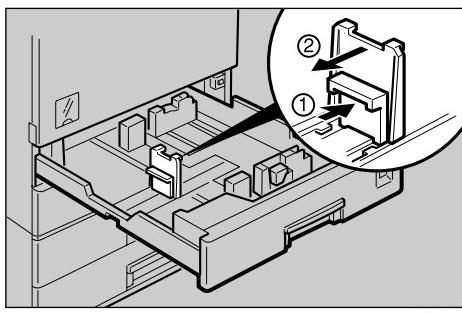
This section describes how to change the paper size in the paper trays.

6

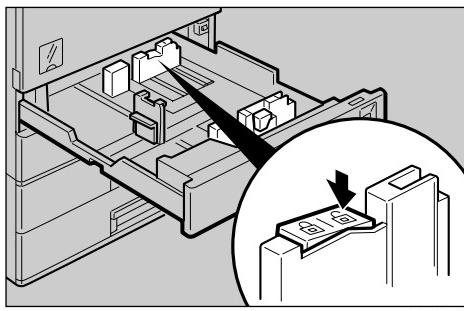
## Important

- Make sure the paper stack is flush against the right side guide.
- Do not stack paper over the limit mark.
- When loading small quantities of paper, be careful not to squeeze the side guide in too tightly, as the paper will not feed properly.
- To adjust the paper size to a size not indicated on the paper size selector, see “Changing to a size that is not indicated on the paper size selector”.

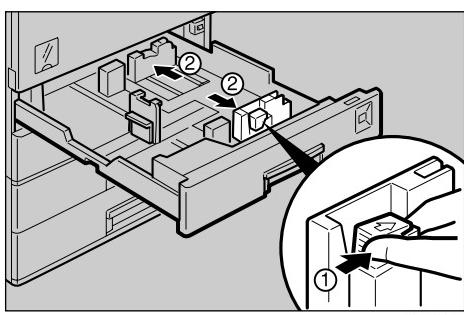
- 1** Make sure the paper tray is not in use. Then, pull the paper tray out slowly.
- 2** If paper is loaded in the tray, remove it.
- 3** While pressing the release lever, adjust the back guide.



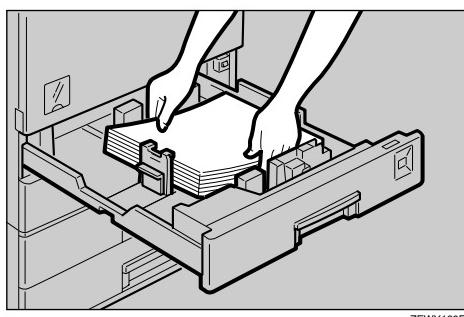
**4** Release the side lever.



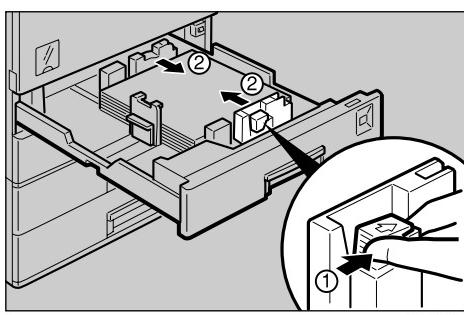
**5** While pressing the release lever, adjust the side guides.

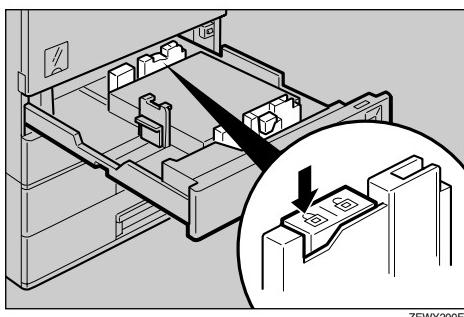
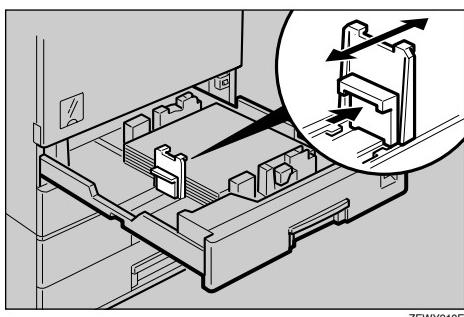
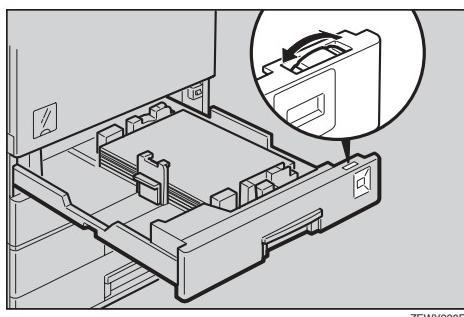


**6** Square the paper, and then load it in the tray with the copying face up.



**7** While pressing the release lever, adjust the side guides to the new paper size.



**8** Lock the side lever.**9** While pressing the release lever, adjust the back guide to the new paper size.**10** Adjust the paper size selector to the new paper size.**11** Gently push the paper tray in until it stops.**12** Check the paper size shown on the display panel. **Reference**

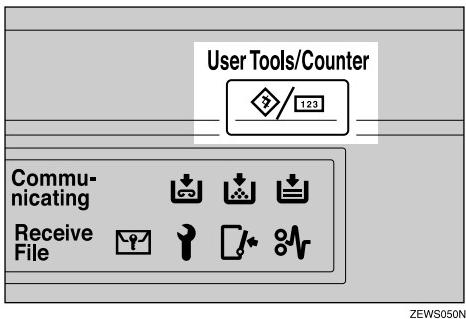
p.80 “Changing to a size that is not indicated on the paper size selector”

## Changing to a size that is not indicated on the paper size selector

If you load a paper size that is not indicated on the paper size selector, you need to specify the paper size with the control panel. This section describes how to load such paper.

**1** Set the paper size selector to the mark.

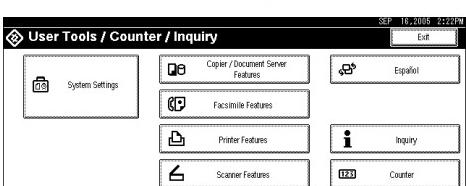
**2** Press the **[User Tools/Counter]** key.



ZEWS050N

**3** Press **[System Settings]**.

6



**4** Press **[Tray Paper Settings]**.

**5** Press **[Tray Paper Size: Tray 1]**, **[Tray Paper Size: Tray 2]**, **[Tray Paper Size: Tray 3]** or **[Tray Paper Size: Tray 4]**.

**6** Select the required size, and then press **[OK]**.

**7** Press **[Exit]** or the **[User Tools/Counter]** key to exit User Tools.

# Adding Toner

This section describes how to add and store toner.

## **⚠ WARNING:**

- ***Do not incinerate used toner or toner containers. Toner dust might ignite when exposed to an open flame. Dispose of used toner containers in accordance with local regulations.***

## **⚠ CAUTION:**

- ***Keep toner (used or unused) and toner containers out of reach of children.***

## **⚠ CAUTION:**

- ***If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.***

## **⚠ CAUTION:**

- ***If toner or used toner gets into your eyes, flush immediately with large amounts of water. Consult a doctor if necessary.***

## **⚠ CAUTION:**

- ***If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.***

## **⚠ CAUTION:**

- ***Avoid getting toner on your clothes or skin when removing a paper jam or replacing toner. If your skin comes into contact with toner, wash the affected area thoroughly with soap and water.***
- ***If toner gets on your clothing, wash with cold water. Hot water will set the toner into the fabric and may make removing the stain impossible.***

## **Important**

- Fault may occur if you use toner other than the recommended type.
- When adding toner, do not turn off the operation switch. If you do, settings will be lost.
- Always add toner when the machine instructs you.
- Do not repeatedly install and remove toner bottles. This will result in toner leakage.
- Do not shake the removed toner bottle. Remaining toner might scatter.

## **Note**

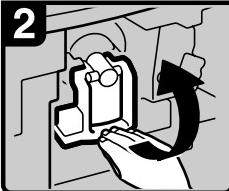
- You can still make about 50 copies after the messages “ Toner is almost empty.” and “Replace Toner Bottle.” appear cyclically, but replace toner early to prevent poor copy quality.

## Removing Toner

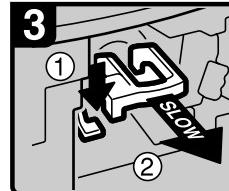
This section describes how to remove toner.



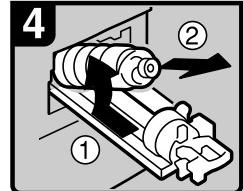
Open the front cover of the machine.



Raise the toner holder lever.



Push the green lever, and then gently pull out the holder.



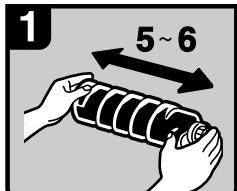
Push the toner bottle back to raise its top, and then gently pull out the bottle.

ARU001S

## Inserting Toner

6

This section describes how to insert toner.



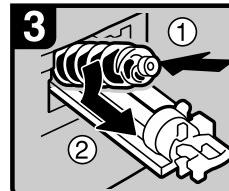
Hold the new bottle horizontally and shake it from side to side five or six times.

**Note**

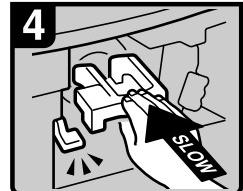
Do not remove the black cap before shaking.



Remove the black cap.  
Note  
Do not remove the inner cap.



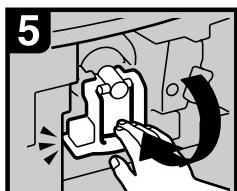
Put the toner bottle on the holder, and then pull its top forward.



Push in the green lever until it clicks.

**Note**

Before lowering the toner holder lever, be sure to push the toner holder fully in.



Lower the toner holder lever back into its original position.

Close the machine's front cover.

ARU002S

## Sending Fax Messages When Toner Has Run Out

When the machine has run out of toner, the indicator on the display lights. Note that even if there is no toner left, you can still send fax documents.

### Important

- If number of communications executed after the toner has run out and not listed in the automatically output Journal exceeds 200, communication is not possible.

**1** Make sure that the machine is in facsimile mode.

**2** Press [Exit], and then perform transmission operation.

The error message disappears.

### Note

- The Memory Storage Report, Polling RX Reserve Report, and Confidential File Report are not printed.
- If the fax screen does not appear in step **1**, press the **[Facsimile]** key.

# Adding Staples

This section describes what to do when staples need replacing.

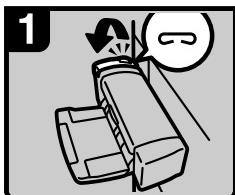
## Important

- Stapling failures or jams may occur if you use a staple cartridge other than that recommended.

## 500-Sheet Finisher

This section describes how to add staples to the 500-Sheet Finisher.

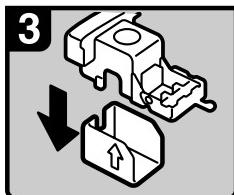
6



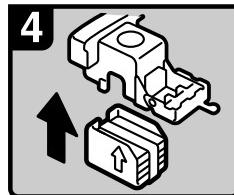
Open the side cover.



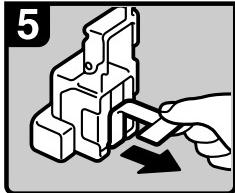
Remove the cartridge.



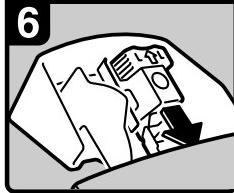
Take out the empty refill  
in the direction of the  
arrow.



Push in the new refill  
until it clicks.



Pull out the ribbon.



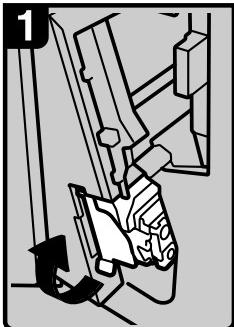
Reinstall the cartridge.

Close the side cover.

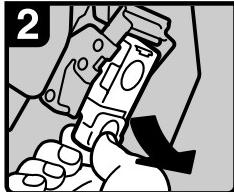
ARU003S

## 1000-Sheet Finisher

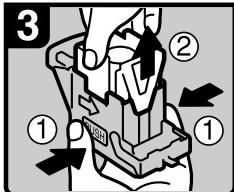
This section describes how to add staples to the 1000-Sheet Finisher.



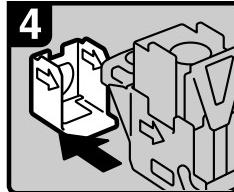
Open the front cover of the finisher, and then pull out the staple unit.



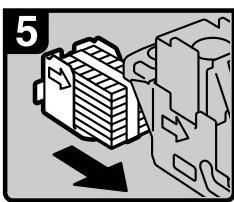
Hold the green lever, and then gently pull out the cartridge.



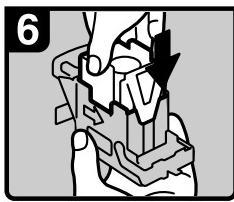
Hold both sides of the cartridge.  
Pull up the upper unit of the cartridge.



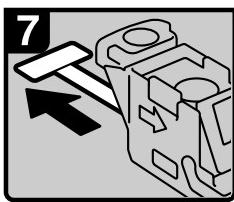
Take out the empty refill in the arrow direction.



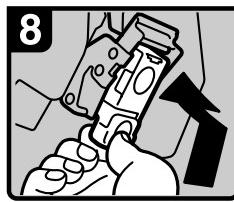
Align the arrows on the new refill with those on the cartridge, and then push in the refill until it clicks.



Gently push down the upper unit into the cartridge.



Pull out the ribbon.



Hold the green lever while pushing in the cartridge until it clicks.  
Push back the staple unit, and then close the front cover of the finisher.

6

ARU004S

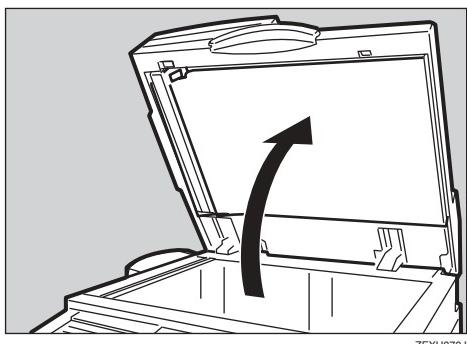
# Replacing the Stamp Cartridge

When the stamp becomes faint, replace the cartridge.

## Important

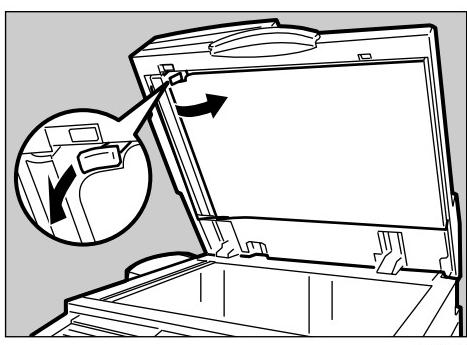
- This stamp cartridge is used for facsimile and scanner functions.
- Do not attempt to put ink into the cartridge. Doing so will result in leakage.
- Be sure not to dirty your fingers with ink from the cartridge.
- Use the cartridge specified for this machine.

## 1 Open the ADF unit.



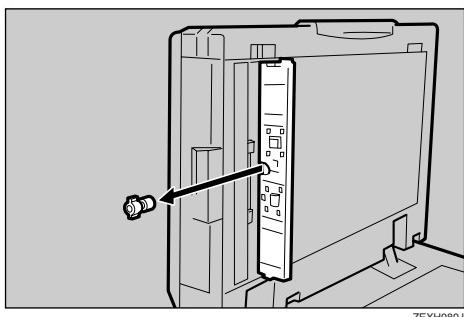
6

## 2 Open the stamp cover.

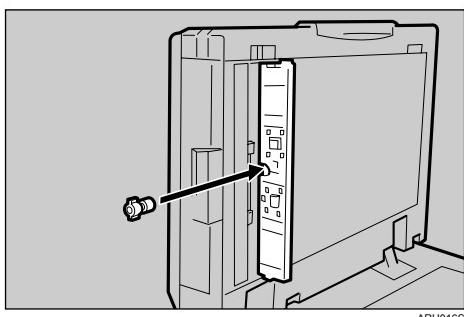


**3** Pull out the old stamp cartridge.

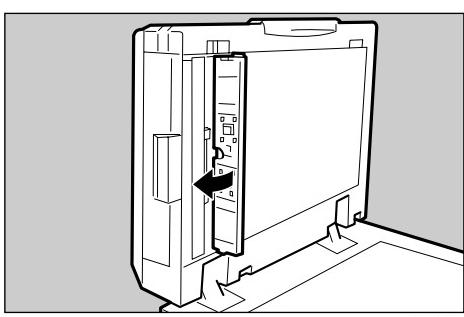
Tap the cartridge lock lever several times. The cartridge will eject. Then remove the cartridge, while pushing the lock lever.

**4** Insert the new stamp cartridge.

Insert the cartridge until the metal parts are no longer visible.



6

**5** Press the stamp cover back in until it clicks.**6** Close the ADF unit.



# 7. Clearing Misfeeds

This chapter describes what to do when paper or originals misfeed (become jammed inside the machine).

## Removing Jammed Paper

This section describes how to locate and remove jammed paper.

### **CAUTION:**

- *The inside of the machine could be very hot. Do not touch any parts other than specified in this document when removing misfed paper. Otherwise, it may cause burn injury.*

### **CAUTION:**

- *The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.*

### **Important**

- When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.

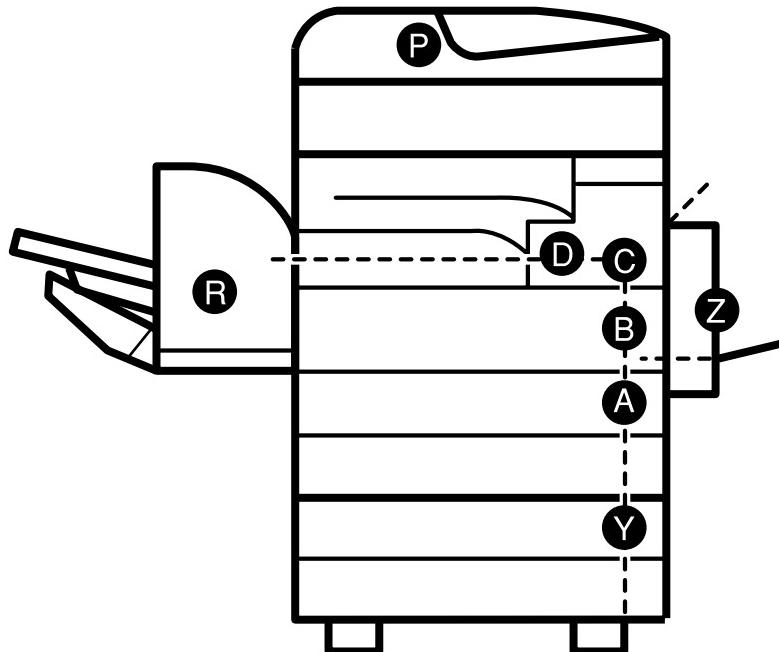
### **Reference**

p.90 "Locating Jammed Paper"

## Locating Jammed Paper

If a misfeed happens, remove the misfed paper or original following the procedures shown on the sticker inside the finisher or front cover.

Lit indicators show you the location of the misfeed.



ARU005S

### Note

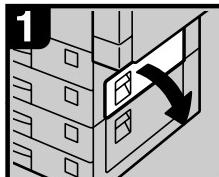
- More than one misfed area may be indicated. When this happens, check all the areas indicated.

### Reference

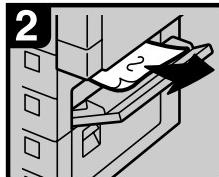
- p.91 "When A Is Lit"
- p.91 "When B Is Lit"
- p.91 "When C Is Lit"
- p.92 "When D Is Lit"
- p.92 "When P Is Lit"
- p.93 "When R Is Lit"
- p.93 "When Y Is Lit"
- p.94 "When Z Is Lit"

## When A Is Lit

This section describes how to remove jammed paper when A is lit.



Open the upper right cover.

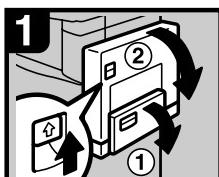


Remove the misfed paper.

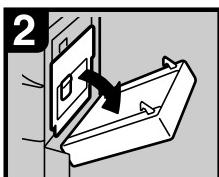
ARU006S

## When B Is Lit

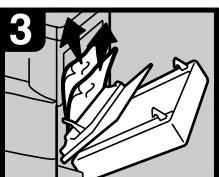
This section describes how to remove jammed paper when B is lit.



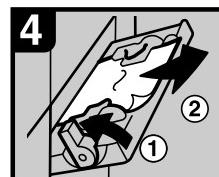
Open the bypass tray, and then open the duplex unit.



Open the right cover, and then open the upper right cover.



Remove the misfed paper.



Push up the paper guide release lever, and then remove the misfed paper.

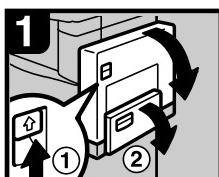
Pull down the paper guide release lever, and then close the bypass tray.

ARU007S

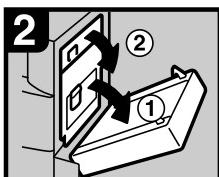
7

## When C Is Lit

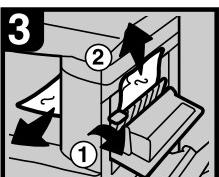
This section describes how to remove jammed paper when C is lit.



Open the bypass tray, and then open the duplex unit.



Open the right cover, and then open the upper right cover



Remove the misfed paper.

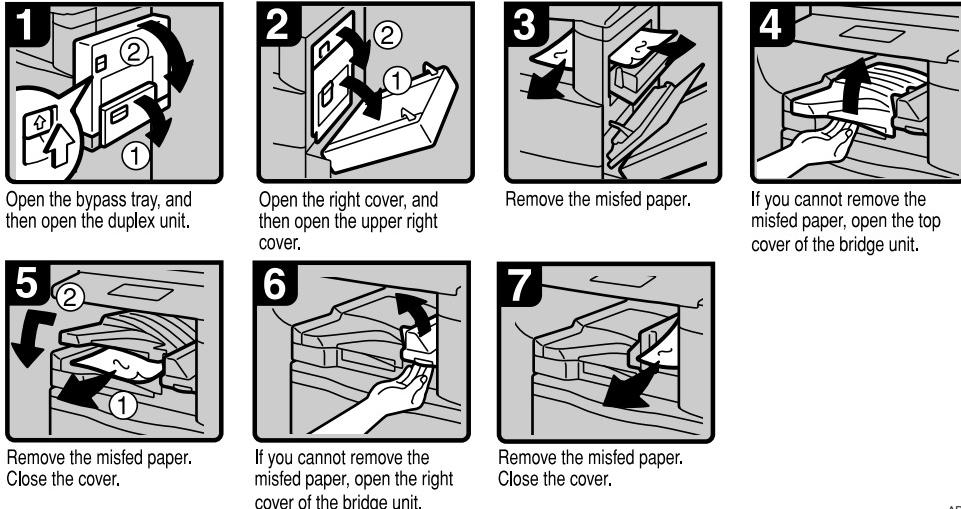
If you still cannot remove misfed paper  
Contact your service representative.

**! Important**  
A paper jam warning will not be cleared until the covers ①, ② are opened and the operation switch is set to ON.

ARU008S

## When D Is Lit

This section describes how to remove jammed paper when D is lit.

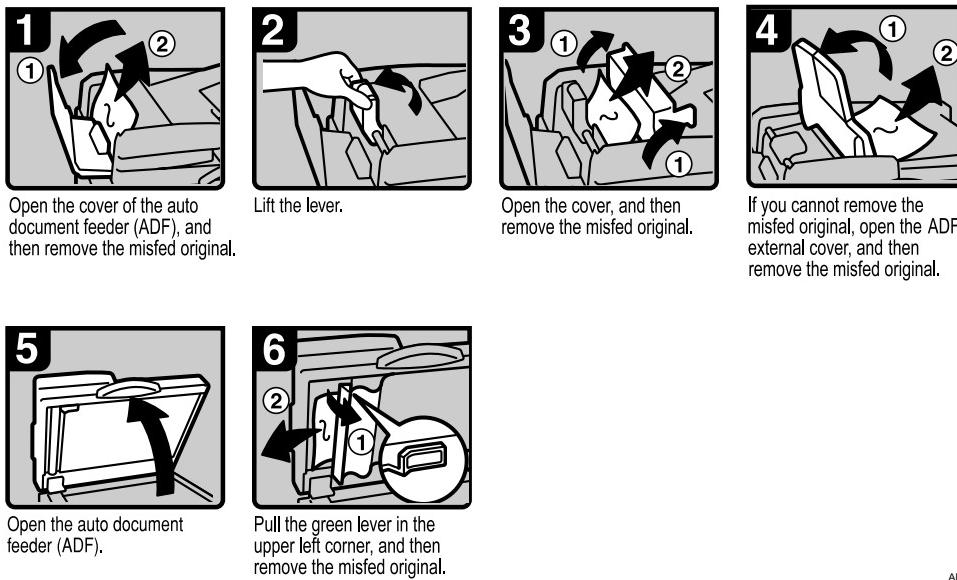


ARU009S

## When P Is Lit

7

This section describes how to remove jammed paper when P is lit.

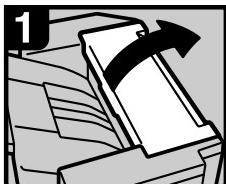


ARU010S

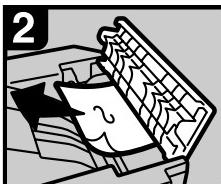
## When R Is Lit

This section describes how to remove jammed paper when R is lit.

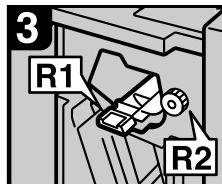
### 1000-sheet finisher



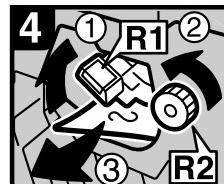
Open the upper cover.



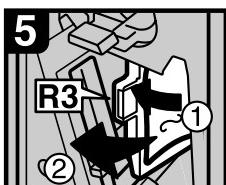
Remove the misfed paper.



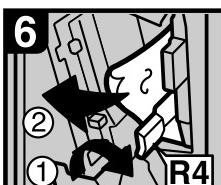
Open the front cover.



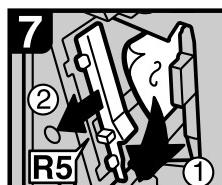
Hold up lever R1, turn knob R2, and then remove the misfed paper.



Open lever R3 to the left, and then remove the misfed paper.

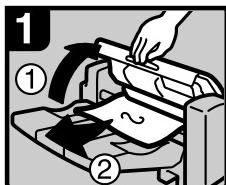


Push lever R4 to the right, and then remove the misfed paper.



Pull lever R5, and then remove the misfed paper.

### 500-sheet finisher



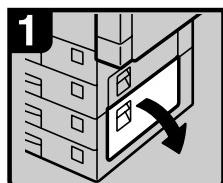
Open the upper cover, and then remove the misfed paper.

ARU011S

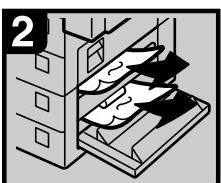
7

## When Y Is Lit

This section describes how to remove jammed paper when Y is lit.



Open the right cover.

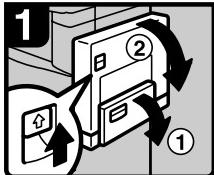


Remove the misfed paper.  
Close the cover.

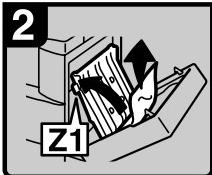
ARU012S

## When Z Is Lit

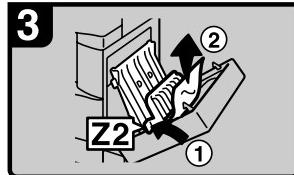
This section describes how to remove jammed paper when Z is lit.



Open the duplex unit.



Raise cover Z1, and then remove the misfed paper.



If you cannot remove the misfed paper, raise cover Z2, and then remove any that is there.

Close the unit.

ARU013S

# Removing Jammed Staples

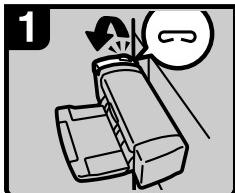
This section describes how to remove jammed staples.

## Important

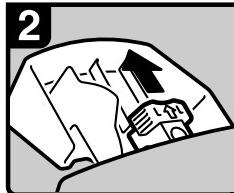
- Curled paper may cause staples to jam. To avoid this, turn copy paper over in the tray.
- When the finisher is installed, after removing jammed staples, staples will not be ejected the first few times you try to use the stapler.

## 500-Sheet Finisher

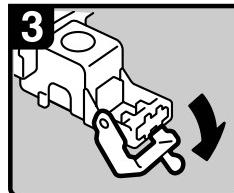
This section describes how to remove jammed staples from the 500-Sheet Finisher.



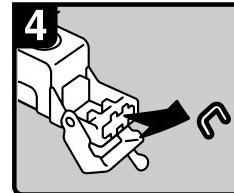
Open the side cover.



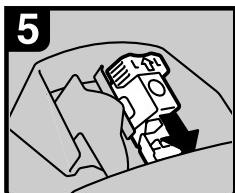
Remove the cartridge.



Open the face plate.



Remove the jammed staples.



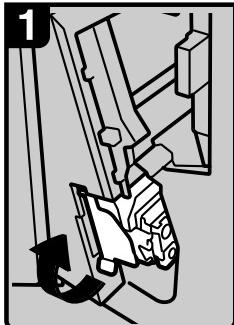
Reinstall the cartridge.

Close the side cover.

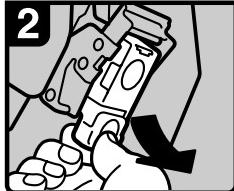
ARU014S

## 1000-Sheet Finisher

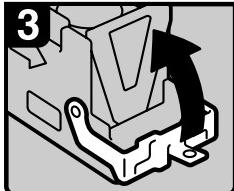
This section describes how to remove jammed staples from the 1000-Sheet Finisher.



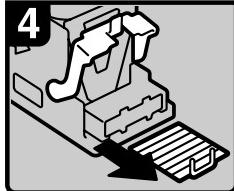
Open the front cover of the finisher, and then pull out the staple unit.



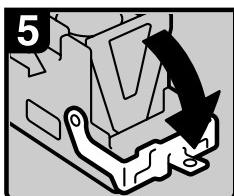
Hold the green lever while gently pulling out the cartridge.



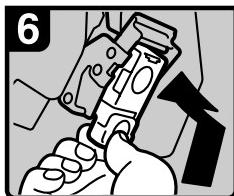
Open the cartridge's face plate.



Remove any jammed staples.



Pull down the cartridge's face plate until it clicks.



Hold the green lever while pushing in the cartridge until it clicks.

Push back the staple unit, and then close the front cover of the finisher.

ARU015S

# 8. Remarks

This chapter describes how to maintain and operate the machine.

## Where to Put Your Machine

This section describes precautions for installation, relocation, and disposal.

### Machine Environment

Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

#### Optimum environmental conditions

This section describes precautions when locating the machine.

**⚠ CAUTION:**

- *Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.*
- *Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.*

**⚠ CAUTION:**

- *Make sure the room where you are using the machine is well ventilated and spacious. Good ventilation is especially important when the machine is used heavily.*

- Temperature: 10-32 °C (50-89.6 °F) (humidity to be 54% at 32 °C, 89.6 °F)
- Humidity: 15-80% (temperature to be 27 °C, 80.6 °F at 80%)
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inches: both front to rear and left to right.
- To avoid possible buildup of ozone, make sure to locate this machine in a large well ventilated room that has an air turnover of more than 30 m<sup>3</sup>/hr/person.

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## Environments to avoid

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- Locations exposed to direct sunlight or other sources of strong light (more than 1,500 lux).
  - Locations directly exposed to cool air from an air conditioner or heated air from a heater. (Sudden temperature changes can cause condensation to form inside the machine.)
  - Locations close to machines generating ammonia, such as a diazo copy machine.
  - Places where the machine will be subject to frequent strong vibration.
  - Dusty areas.
  - Areas with corrosive gases.
- 

## Moving

---

This section describes precautions to take when moving the machine.

 **CAUTION:**

- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*

 **Important**

- 8**
- Be careful when moving the machine. Take the following precautions:
    - Turn off the main power.
    - Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
    - Close all covers and trays, including the front cover and bypass tray.
  - Do not carry the machine, by holding the scanner assembly. Keep the machine level and carry it carefully, taking care not to jolt or tip it. Rough handling may cause a malfunction or damage the hard disk or memory, resulting in loss of stored files.
  - Do not take off the holding stand.
  - Protect the machine from strong shocks. Impact can damage the hard disk and cause stored files to be lost. As a precautionary measure, files should be copied to another computer.

## Power Connection

This section describes the power supply.

### **⚠ WARNING:**

- **Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.**
- **Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.**

### **⚠ WARNING:**

- **If the power cord is damaged (exposure of the core, disconnection, etc.), contact your service representative to change a new one. Operating the machine with a damaged power cord may cause an electric shock or fire.**

### **⚠ CAUTION:**

- **When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).**

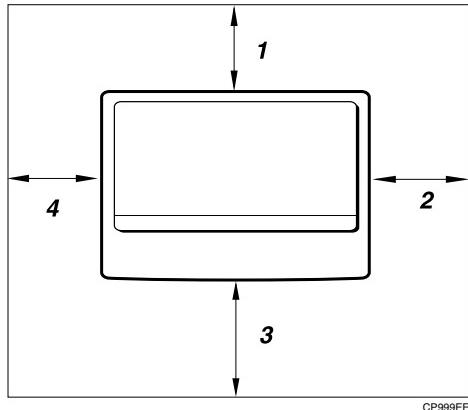
### **⚠ CAUTION:**

- **To disconnect the power cord, pull it out by plug. Do not drag the cord itself. Doing so may result in damage to the cord, leading to fire or electric shock.**

- When the main power switch is in the stand-by position, the optional anti-condensation heaters are on. In an emergency, unplug the machine's power cord.
- When you unplug the power cord, the anti-condensation heaters turn off.
- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

## Access to the Machine

Place the machine near the power source, providing the clearance areas shown.



- 1. Rear: more than 1 cm (0.4")**
- 2. Right: more than 1 cm (0.4")**

- 3. Front: more than 75 cm (29.6")**
- 4. Left: more than 1 cm (0.4")**

 **Note**

- For the required space when options are installed, contact your service representative.

# Maintaining Your Machine

If the exposure glass, exposure glass cover, or ADF belt is dirty, copy clarity may be reduced. Clean these parts if they are dirty.

## Important

- Do not use chemical cleaners or organic solvents, such as thinner or benzene. If such substances get inside the machine or melt plastic parts, a failure might occur.
- Do not clean parts other than those explicitly specified in this manual. Other parts should only be cleaned by your service representative.

## ❖ How to maintain

Wipe the machine with a soft, damp cloth, and then wipe it with a dry cloth to remove the water.

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## Cleaning the Exposure Glass

---

This section describes how to clean the exposure glass and the scanning glass.



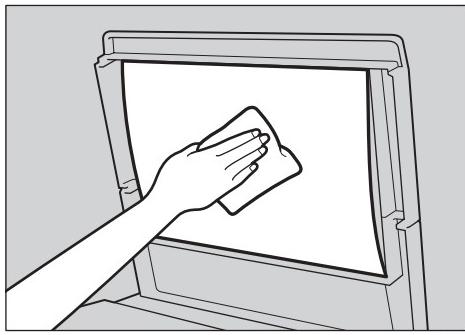
8

Clean 1 and 2.

## Cleaning the Exposure Glass Cover

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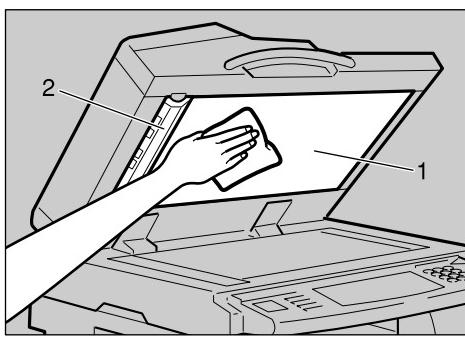
This section describes how to clean the exposure glass cover.



## Cleaning the Auto Document Feeder

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This section describes how to clean the ADF.



8

Clean 1 and 2.

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In accordance with IEC 60417, this machine uses the following symbols for the main power switch:

**I** means POWER ON.

**⊕** means STAND BY.

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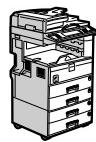
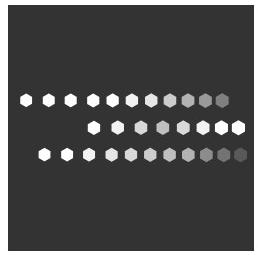
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**Operating Instructions Troubleshooting**



Type for 8025e/DSm725e/LD325/Aficio MP 2510

Type for 8030e/DSm730e/LD330/Aficio MP 3010

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